



COMMONWEALTH OF MASSACHUSETTS

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EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES

*Updated April 22, 2005*

# Portal User Experience and Style Guide

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# 1 Introduction

## 1.1 Purpose and Scope

### Purpose

In today's high-speed information age, individuals are often barraged with a variety of messages and images. In light of this, the technology can still be leveraged effectively. It is important that the Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) present a unified voice and identity to its key constituents and the general public. The Health and Human Services Portal, as part of the Commonwealth's Virtual Gateway, is one of the most visible ways the Commonwealth can effectively present this unified voice and identity across all of its agencies and constituents.

The purpose of this document is to provide unified standards and guidelines that leverage industry-based leading practices in the design and development of graphical user interfaces (GUIs) for all web-enabled applications throughout the Health and Human Services Secretariat and its affiliated organizations. These standards serve to guide project teams in several important factors including but not limited to usability, user experience, readability, and a standardized "look and feel." Requests for customization requiring flexibility will be handled on a case-by-case basis due to time constraints and changing Secretariat priorities.

### Scope

This Guide addresses basic design issues and content specifications for all online media. It is not intended as a training document beyond design considerations. Rather, the guide addresses critical milestones and deliverables required at the beginning of any significant web or online application development project. The Compliance Checklist addresses each of the deliverables covered in this document.

## 1.2 Using this Guide

A user-centric design process is referenced throughout this Guide to assist project teams in delivering a seamless user experience while also allowing the Commonwealth to achieve its unified voice and identity of the Health and Human Services Secretariat. The standards presented here, in combination with the Rational Unified Process methodology (a leading, industry-based development methodology) will help clarify project objectives, goals, progress, and success.

This guide is divided into the following four major sections:

- **Section 1: Introduction**  
Reviews the rationale behind the creation of this document, the audience for which it has been created, and the scope the document covers.
- **Section 2: User Experience -- Setting the Foundation**  
Details the specific processes to follow while in the Inception Phase and Elaboration Phase of the Unified Process methodology. Steps to be taken in each phases are clearly outlined, and external references/resources are also provided.
- **Section 3: Creating the Artifacts**  
Contains templates and samples of all artifacts to illustrate the exact specifications, rules, and assumptions to which project teams must adhere.
- **Section 4: Compliance Checklists**  
The Compliance Checklists lists the required steps to follow while in the Inception and Elaboration Phases of any development project. Active use of these checklists is strongly recommended by the Secretariat in order to lend quality assurance to the overall development process, and to facilitate shared expectations and timely adherence to these compliance requirements.

Note that updated versions of this document may be downloaded from the EOHHS Intranet page. Project teams may also readily access all of the major design elements that may be needed on any given development project such as the following:

- *Mass.gov Logo (all versions/variations)*
- *Mass.gov and EOHHS Portal Template Images*
- *Mass.gov Style Sheets (common.css)*
- *Sample HTML Files*
- *Portal Color Palette Specifications*

In addition to the above, more information on the Unified Process methodology may be found by navigating to the HHS Architecture Collaboration Service link located within Information Technology Division (ITD) Intranet.

## 1.3 Intended Audience

This guide is intended for project managers, developers, and information architects for any website and/or web application project within, or related to, the Commonwealth's Executive Office of Health and Human Services.

## 1.4 Definitions, Acronyms, and Abbreviations

Several acronyms and abbreviations are used throughout this Guide. A few key ones are listed below as follows:

- "UI" (user interface) and "GUI" (graphical user interface) may be used interchangeably
- "IA" refers to information architecture, or the structure, of a Portal
- "SME" refers to subject matter experts
- "Static Content" refers to information that is not dynamically generated
- "Labels" refer to a generic module's visible title
- "Accessibility" refers to consideration given to ensure the site is usable for individuals with disabilities (e.g., users who are visually impaired, blind, deaf, hard of hearing, or otherwise cognitively impaired)

## 2 User Experience

### 2.1 Setting the Foundation

Style guides and page templates improve consistency across internal and external sites and applications, and may decrease costs associated with ongoing site management and maintenance. Style guides and page templates also simplify the update process by leveraging tools such as Cascading Style Sheets. Moreover, style guides and page templates that are **scalable** and focused from an "experience-centric" perspective will help development teams sustain leading practices over time. **A combination of graphics, architecture, text, and technology is most successful when informed by a unified, larger purpose.** Combining an "experience-centric" approach with the tenets of a user-centric design—value, usability, and appeal—facilitates effective user adoption. It also strengthens your relationship with your constituents, and preserves "brand equity" by presenting a consistent and unified view to all users.

#### 2.1.1 Steps for Setting the Foundation

There are five key steps that should be satisfactorily completed before a well-informed, realistic implementation plan can be developed. These five key steps are listed in the graphic below and described in full detail in subsequent sections here.



#### Step 1: Articulate Project Mission Statement

Articulating a clear, visionary mission statement will help define critical success factors. The mission statement should clearly articulate expectations determined by both user needs and business requirements and will guide the project team's ongoing development of the web application or interface.

For example, a sample mission statement might read as follows: *This site is a centralized, global repository of market-focused information that promises to enable informed decision-making and foster innovation throughout our company.*

Each of the key words ("repository," promises," "market-focused," "informed decision-making," "foster," and "innovation") has larger design, process, text, tenor, and technology implications. All subsequent site design elements, such as the words, visuals, interface, or code, will be driven by this statement.

##### **Mass.gov's Portal Mission Statement reads as follows:**

*"Mass.gov provides Massachusetts residents, businesses, visitors and government employees with a single point of access to all government products and services."*

The above mission statement clearly illustrates that the focus of the portal is to provide a "single point of access" above all else. This indicates that the team's focus is placed on "providing access" to existing or new state information, applications, and databases, for example. A well-articulated mission statement will help teams focus on critical success factors, while dismissing on extraneous elements that typically tend to creep in during an application or website's conception and execution phases. The mission statement also helps project teams determine a site's "look and feel." The Mass.gov "Conduct Business" section demonstrates a commitment to its mission statement by occupying up to 25% of its screen real estate, and providing a Yahoo! website style of navigation links to various agency sites and third-party content at deeper levels.

#### Step 2: Articulate Purpose and Business Objectives

The project purpose and business objectives are the next layer supporting the mission statement. The project purpose and business objectives will be grounded on the value proposition that the project's key deliverable brings

to the Commonwealth. The purpose and business objectives influence the underlying direction of the development project, and also helps determine the most appropriate mix of substance (i.e., content and functionality) versus style (i.e., tone, personality, general “look and feel”). The purpose and business objectives serve as a sieve through which the project team can filter all suggestions and comments, while also providing clear critical success factors. All graphics, architecture, text, and technology must have a direct role in achieving those business objectives defined at the start.

Sample business objectives may be:

- Gain a deeper understanding of the marketplace (customers, providers, etc) by more effective data gathering
- Promote company-wide intelligence and knowledge sharing centralizing information dissemination
- Lower costs through improved efficiencies by adopting a more intuitive transaction processing model

This step should be completed during the Inception Phase of the Unified Process methodology (in the Vision Document).

### Step 3: Conduct Research on Users

Before application development begins, many qualitative and quantitative methods can be leveraged to help understand users’ intentions and business needs. The type of development project under consideration will drive the specific research methods selected. The table below provides information on the various research methods that can be employed prior to full application development:

TYPES OF USER RESEARCH METHODS.

<b>Heuristic Evaluation</b>	The most common and simplest method to conduct user research and usability testing. The goal of heuristic evaluation is to detect usability problems within an existing design or system so that they can be attended to as part of an iterative design process. To read more about Heuristic Evaluation techniques, please see <a href="http://www.useit.com/papers/heuristic/">http://www.useit.com/papers/heuristic/</a>
<b>Contextual Inquiry</b>	This method involves in-depth one-on-one interviews and aims to allow the author to collect extensive amounts of data. To read more about the contextual inquiry method, please see <a href="http://www.usabilitynet.org/tools/contextualinquiry.htm">http://www.usabilitynet.org/tools/contextualinquiry.htm</a>
<b>Competitive Audits</b>	Involves analyzing competitive products, applications, websites, or concepts in order to develop detailed, informed view of their strengths and weaknesses. More about the Competitive Audits method: <a href="http://www.usabilitynet.org/tools/affinity.htm">http://www.usabilitynet.org/tools/affinity.htm</a>
<b>Usability Testing</b>	Usability testing which involves testing a product under realistic user conditions. To read more about usability testing, please see <a href="http://www.usabilitynet.org/tools/testing.htm">http://www.usabilitynet.org/tools/testing.htm</a> .
<b>Participatory Design Sessions</b>	Involves getting people representing real user segments to participate in the design process itself to reflect the way users will finally interact with the final product. To read more about participatory design sessions, please see <a href="http://www.bboxesandarrows.com/archives/making_emotional_connections_through_participatory_design.php">http://www.bboxesandarrows.com/archives/making_emotional_connections_through_participatory_design.php</a>
<b>Card Sorting Exercises</b>	Card sorting is particularly helpful in validating groupings and labels. To read more about card sorting exercises, please see <a href="http://www.bboxesandarrows.com/archives/card_sorting_a_definitive_guide.php">http://www.bboxesandarrows.com/archives/card_sorting_a_definitive_guide.php</a>
<b>Web Surveys</b>	Surveys designed to elicit more information from a wide audience of potential end users.
<b>Shadowing</b>	Involves following or “Shadowing” users in their environment to observe them undertake a task.
<b>Self-Reporting Logs</b>	In this exercise, users are requested to keep a log to record their activities, context, emotions and attitudes through a given amount of time, usually a day.
<b>Affinity Diagrams</b>	Affinity diagrams are a methodology used to sort large amounts of data into logical groupings. To read more about affinity diagrams, please see <a href="http://www.usabilitynet.org/tools/affinity.htm">http://www.usabilitynet.org/tools/affinity.htm</a>
<b>Field Observation</b>	Field observation includes the study of users in their environment. To read more about field observations, please see <a href="http://www.usabilitynet.org/tools/userobservation.htm">http://www.usabilitynet.org/tools/userobservation.htm</a>

### Step 4: Collect User Requirements

Once user research and accompanying analyses are completed, the requirements documentation may begin. Three different sets of requirements must be thoroughly documented by leveraging the data acquired during user research. These requirement types are detailed below.

**TYPES OF REQUIREMENTS.**

<b>User Requirements</b>	<i>Who needs action X to be accomplished...</i>	Describes the entity (i.e., system, company, or user) who most needs the purpose/business objective. For example: “ <i>The user needs to manage attendance.</i> ” By identifying a specific entity, we also help people see the information from the same perspective. This commonality can be powerful allowing application developers to more readily understand the users’ needs and intentions.
<b>Business Requirements</b>	<i>What will be accomplished...</i>	Describes which functions need to be executed. For example: “The user, who is a teacher, needs to <i>manage class attendance.</i> ” By identifying the specific business need being fulfilled, functional requirements can be well developed.
<b>Functional Requirements</b>	<i>How will action X be accomplished...</i>	Describes the ability that will fulfill a specific business requirement. For example: “Ability to display students in a teacher’s class,” “ability to show student attendance records,” and “ability to allow for excused versus unexcused absences.”

The hierarchical relationship between what will be accomplished (the business requirement) and how it will be accomplished (the functional requirement) and who needs it to be accomplished (the user requirements) makes the three types of requirements much easier to grasp. Simple and clear requirements allow the developer to easily find more targeted solutions. These solutions then lead to a well-crafted strategy widely supported by both the team and the end users. All of this can happen long before a single line of code is written.

## Step 5: Develop User Profiles

Governments or businesses developing intranet/Internet portals typically focus on the organizational chart for site architecture, rather than the task flows that are typically followed by its expected users. Today, site users have little training and even less patience for poor usability, so a “top-down,” bureaucratic strategy can deter large user segments. Before building an internal or external application it is important to understand the user’s intentions (i.e., what they need to perform and why).

First, project teams must be able to identify and define their users and also articulate the intentions of these users by answering the following questions:

- *What major characteristics/needs do they share that can be used to segment them in a meaningful way?*
- *What information/features would each of these segments need?*
- *What would entice them to visit?*
- *How frequently would they visit?*
- *What roles would they have within the application?*
- *What security parameters need to be in place for these users?*

**A profile is a user archetype you can use to help guide decisions about features, navigation, interactions, and even visual design.**

While it is impossible to meet the needs of all users all the time, a site can meet the needs of most of its users most of the time. This is done by “modeling” the most critical users of a site as different profilee. By designing for the archetype—whose goals and behavior patterns are well understood—you can satisfy the broader group of people represented by that archetype. For instance here is a sample User Profile for the EOHHS site:

**SAMPLE USER PROFILE:** Mary Smith is a 28-year old, low-income single mother and a resident of Massachusetts. She has just had a second baby. She already has one 5 year-old child who is going to school, and her low income will not cover childcare for the newborn while she is at work. She has heard through friends that Massachusetts residents may qualify for transitional assistance from the state, she logs on to EOHHS web site to find out more.

Mary could be an example of a FOCAL profile for EOHHS, meaning that she represents a significant segment of users that log onto the EOHHS Portal to discover what kinds of assistance they can receive from the state, and then apply for that assistance. EOHHS has a business interest in guiding “Mary” to the Portal; by performing her own research and utilizing an online eligibility form she no longer needs to phone in for assistance, thereby increasing the state’s overall efficiency of serving that user segment.

Effective modeling can help you make better design decisions to achieve your business objectives. Follow set user requirements as a guide to offer the best site structure, features, information, and navigation, with the underlying concept of ease of use and targeted information, for end-users given their expectations. Thinking in terms of stimulus and response is helpful (i.e., if a particular response is sought from a user group, evaluate what stimulus is provided to encourage that response?). The site must ensure that the needs and expectations of each user type are addressed in the site's structure, features, information, and navigation. Each expressed desire does not have to be listed as its own link, but rather, the navigation must strive to address most of what is needed collectively by various user segments. User profiles may also provide a basis for recruiting testers and conducting usability tests at various stages of the project.

User scenarios are based on input from user profiles and/or subject matter experts. For example, the IE&R application, during the design phase of this project the team interviewed the subject matter experts who had an in depth understanding of their core constituents and their needs. This helped the team design an application that met user needs without having to conduct extensive user research.

In the Inception Phase of the Unified Process methodology, the Vision Document lists out potential application stakeholders. In utilizing this list of stakeholders, the user profile data can be accumulated in support of the creation of an actor list and descriptions that must be included any application's requirements documentation. From these user profiles, atomic roles required for integration into the Virtual Gateway can then be developed (please refer to the EOHHS Architectural Directorate Security Integrations Guidelines document).

### **Points to Consider when Developing User Profiles:**

#### **Profiles should represent behavioral patterns, not job descriptions.**

Very rarely does a one-to-one correlation exist between profiles and job descriptions. In some cases multiple profiles can have the same job description. Other times a single profile can represent people with a wide range of jobs descriptions.

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#### **The profile set should be as small as possible.**

You should have only the minimum number of profiles required to illustrate key goals and behavior patterns. If a public facing application or site is being designed comprising a dozen profiles, then avoid making distinctions that aren't very important by allowing for a prioritization scheme.

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#### **Marketing and sales targets may not be your design targets.**

There isn't a direct correlation between market segments and profiles. The people who bring in the most revenue may not be the best design target. Designing to accommodate less sophisticated users will keep expert users happy too, while the opposite approach will hinder an entire user segment.

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#### **Profiles are design tools first.**

Add details to a profile, but remember that they are a design tool. So the details must be able to drive design decisions that are linked to achieving a business objective from that user profile. Focus first on the workflow and behavior patterns, goals, environment, and attitudes of the profile—the information that's critical for design.

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#### **Have the right goals for your profiles**

Each profile should have three or four important goals that help focus the design. Keep in mind that goals and tasks are different. Tasks are not ends in themselves but are merely things we do to accomplish goals. Not just any goals will do, though, so it's important to understand which types will help you make design decisions.

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#### **Profiles must be specific to the design problem**

Effective profiles must be context-specific. That is, they should be focused on the behaviors and goals related to the specific domain of an application or website. Sometimes organizations tend to reuse the same profile over and over again. While this may work sometimes in a larger sense, the details of these profiles will change from problem set to problem set. A good approach could also be to start with a previously setup profile for a similar application and build on it. However, take care to review every section carefully and fit it to your project.

- ❖ **Profile templates may be found at the following reference sites:**  
[www.bboxesandarrows.com](http://www.bboxesandarrows.com); [www.useit.com](http://www.useit.com); and [www.usabilitynet.org](http://www.usabilitynet.org)

## **2.1.2 Create Project Implementation Plan**

With all the information now gathered, sorted and analyzed in the previous five steps, a high level project implementation plan may now be developed. The Project Implementation Plan serves as a cohesive tracking tool against which defined success factors and milestone progress can be measured. The previous five steps may be continuously revisited during any more detailed development efforts of a workplan.

## 2.2 Defining the Experience

### 2.2.1 Application Flow

Site or application functionality must operate as efficiently as possible (e.g., registration, search, etc.). Each screen should clearly indicate navigation, and all assumptions should be validated through user testing. Transactions should flow smoothly from start to finish without any unnecessary steps and/or screens. For instance, a company like FedEx knows that most of their users visit their site primarily to ship or track a package. Logically, the options to Ship or Track a package are the first navigation options on their homepage.

#### Activity Scenarios

All applications or web sites have typical ways that major user segments engage with them, called scenarios. A Scenario is an instance of use that a user will engage in within the site or application (e.g., “schedule an event”, “change an event,” “produce activity report,” “search for a report”). Scenarios typically reveal engagement characteristics that are unique to different users segments, or common to various user groups. Scenarios should reveal such characteristics in order to be meaningful, and applications must then address these characteristics to meet user needs. Once activity scenarios are defined, step-by-step flow of tasks that will fulfill those scenarios must be mapped.

#### Mapping User Task/Activity Flows

A task flow is a detailed view of a single instance of a user accomplishing a task in your application or web site. There will typically be one or more task-flows involved in an activity scenario. For instance if your activity scenario for User Profile “A” is to “search for a report,” then your task flow could be:

- Home page → **login** → search → result → report *or*
- Home page → search → **login** → result → report *or*
- Home page → search → result → authenticated – no → **login** → report *or*
- Another activity scenario → search → result → authenticated - yes → report (no login step)

Each of the preceding task flows provides a user access to a report at a different time in the process based on how much you want the user to know before they log in. Perhaps each of these scenarios could apply to different user segments. Whatever the case, each task flow is recorded in detail so it may used during usability testing and validation later. Once the task flows are completed, development of Use Case Scenarios may begin. This process is described in detail in the next section.

### 2.2.2 Use Cases, Wireframes, and Rapid Prototypes

Use cases are based on task flows required to complete critical tasks. A use case is a single-path prototype created to validate a premise. Once you have the use cases, you can use them to develop Schematics or wireframe diagrams to ensure that proper stimuli are present in the system. For instance if your task flow is “home page → **login** → search → result → report”, use cases will record the successful as well as unsuccessful completion of that task.

Each step in the use case will have a corresponding wireframe that will ensure that the proper assets are present on screen, e.g. “Login” button, “search” box, etc. This is a pre-visual design stage, where the focus is solely on ensuring that appropriate stimuli (e.g., links, buttons, messages) are present on screen. The wireframes will also help you rapidly prototype the screens without significant time and budget investment.

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Rapid prototyping of your project using the instructional design rules will help you validate structure and form prior to comprehensive development. Think of it as creating a "rough sketch" of your project. Rapid prototyping can be done by creating a paper or electronic prototype that reflects the preliminary process, structure, content, and labeling of your project. If the users can easily understand and interact with the prototype, they will be able to easily use your final product. When reviewed by the team, it can better lead to design or implementation ideas.

A template for use case creation has been provided as Appendix A to this document. This use case template is the EOHHS standard and can be found in SWIKI as part of the HHS Unified Process methodology.

Rapid prototyping may be done during the Elaboration Phase to leverage the following activities:

1. Test out a user interface;
2. Test the database structure and flow of information in a training system;
3. Test the effectiveness and appeal of a particular instructional strategy;
4. To develop a model case or practice exercise that can serve as a template for others;
5. To give clients a more concrete model of the intended instructional product;
6. To get user feedback and reactions to two competing approaches.

## 2.3 Building the Information Architecture

### 2.3.1 Creating a Content Map

A content map categorizes the major information types available on the website or within an application in a way that is meaningful to users. It is important to note that a content map is not a site map and therefore does not reflect the actual structure of the site. A content map is important to show all that needs to be written or created, but not relationships. Creating a content map is also a good way to ensure that each piece of content is directly related to achieving a business objective.

### 2.3.2 Creating the Information Architecture

The information architecture of an application or a site is the blueprint for how all information is organized. This will help you determine the exact number of templates you will need as it will give you a good idea of what screens you will require. Crafting the information architecture helps establish certain pivotal screens. Once these emerge, you will also be able to envision other screens as their derivatives. These pivotal screens are your key page types, or anchor pages, and will serve as templates for all the rest.

Examples of these are the “multi-step form input page”, “pre-login page” or “form query page.” This process will give you a fairly accurate count of the total types of pages that must be designed or created. Even if this is readily apparent to you at first, you should include this practice as a part of the design process nonetheless. It will help you raise design flags and gain a grander picture of the site you will see in the future as compared to the abstract model. If every single screen in your information architecture looks different, then you probably should reexamine them closely to see where you could possibly have some convergence.

There are a few rules you should keep in mind while crafting the information architecture. For instance, cognitive tests prove that consistency is very important because of the role repetition plays in how people learn and understand concepts. It is important to keep in mind that the information architecture being developed:

1. Should be consistent from screen to screen. This applies heavily to navigation, but should also be the case with information presentation.
2. Must orient the user and communicate a sense of place. A user aware of exactly where he/she is within the site will be able to navigate your site effectively.
3. Try to make information available with as few clicks as possible while maintaining integrity of the content and avoiding artificial grouping.
4. Should reflect prioritization so users understand what is more important and the service provider is able to present their most useful or popular service with prominence.
5. Should support user goals rather than reflecting internal team’s goals.

### 2.3.3 Taxonomy, Nomenclature, and Labeling

Taxonomy is classification or organization of data into a hierarchical structure. Nomenclature is the system of naming groups or categories. Labels are the actual names of these groups and categories based on their taxonomy and nomenclature. Branding can be a part of labeling. Generally, people see labels as indicative of nomenclature, which in turn is indicative of the taxonomy of a site. Having a clearly communicable method of information organization, and commonly understood labels is important for people to learn the system while interacting with it. It has a direct effect on navigation and can help define concepts of how breadcrumbs and searching are organized within your site or application. Breadcrumbs allow the user to understand the navigation hierarchy and can be derived directly from this process.

1. Taxonomy is the way you choose to classify and group things together. For instance Music could be classified into “Classical”, “Pop”, “Rock”, “Country” among others, which can further be segmented into different strains of each. That you choose to have music classified by “Type” instead of “artist” or “year” or “genre” is a taxonomy decision.
2. A nomenclature decision can be to decide to group songs by “50s”, “60s”, “70s.”
3. The labels are the names your users would read. You could decide to make your labels, “The Beatnik 50s”, “The Psychedelic 60s”, “The Disco 70s.”

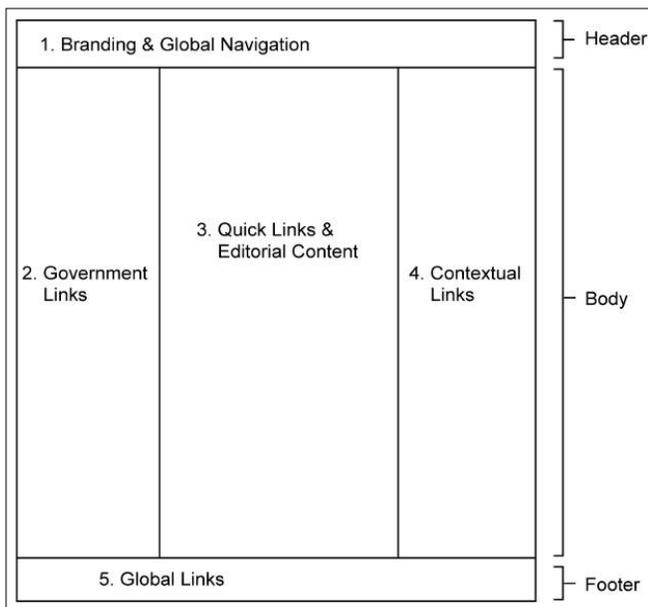
## 2.4 Defining Visual Design

Even though functionality is the key element of what a site or application can do for your user, you should not dismiss visual design as a purely cosmetic issue. A site or application lacking visual appeal can be difficult or uninteresting to use, sometimes compromising its usability and the desire of one to explore it. On the other hand, an over-styled site with too many bells and whistles can cloud the site's true purpose. These sites can be cumbersome, with heavy page weights, long load times, and often hard to find navigation. This in turn can frustrate users, and deter them from returning. To prevent either situation, a site can benefit by using style elements that enhance navigation, information, structure, and the company's brand. The following tips will help you ensure that a site is not only useful, but usable and desirable as well:

1. Type (font), color, and imagery should be used consistently from screen to screen, making the relationship between elements clear and consistent.
2. Screens should provide visual cues to help users readily understand where to go and what to do next.
3. Pages should contain sufficient visual cues to distinguish between more and less important items, and to show location within the site. Many agency site projects provide scope for the introduction of text formatting for prioritization and increased usability.
4. In many cases, extensive and consistent typography and color for headlines, subheads, and titles can provide visual cues without adding undue page weight.
5. Images, animation, sound, and video should add value. Some sites have a plethora of sounds, animations, etc. just because it's possible. This makes the site clunky and difficult to use. Also, from a maintenance perspective, these elements can be problematic to modify and update, sometimes requiring a graphic designer on-staff just for simple updates. Quantitative and qualitative usability research indicates that users are annoyed by gratuitous animation and sound. However, effective use of audio and animations can enhance the overall site experience.

By taking some of these factors into account, your team may be able to further increase the usability and desirability of your web sites or functional applications.

### 2.4.1 Page Layout



A screen is usually organized into “zones” to show how various pieces will be segmented visually. This increases usability of an application or web site by ensuring consistency. This also focuses the conversation to how a screen is organized instead of how it appears.

As a foundation for the Mass.gov home page interface, we defined five zones of information across three broad areas (Header, Body, and Footer) based on our understanding of what the users need. Each of these zones contain “Modules” or individual packets of distinct types of information.

The five zones of information are:

- *Branding and Global Navigation*
- *Government Links*

- *Quick links & Editorial Content*
- *Contextual Links*
- *Global Links*

### **Zone 1: Branding and Global Navigation**

The Header consists of five bands of blue hues that are expanded and collapsed as part of navigation at various points in the site. The topmost band contains an image of the Capitol, The Mass.gov brand, Global links to State Agencies and State Online Services, and the Commonwealth of Massachusetts state seal. The next two bands contain Today's Date and the Constituent Buttons.

### **Zone 2: Government Links**

The "Government Links" zone within the "Body" area disappears past the home page level and that space merges with the "Quick links and Editorial Content" This screen behavior is kept consistent throughout the site, helping the user navigate the site's content easily.

### **Zone 3: Quick Links & Editorial Content**

This zone is divided into two distinct sections: "Conduct Business", containing quick links various state sites that offer online facilities to get things done, and topical Editorial Content. This content is refreshed weekly at Mass.gov. Other permanent or semi-permanent type of content can also be added to this zone, such as welcome messages, category descriptions, process explanations, etc.

### **Zone 4: Contextual Links**

This zone contains links representing constantly changing as well as 'additional' information in support of the editorial content. It also contains the Search Utility is consistently presented at the same position in all templates at all levels.

### **Zone 5: Global Links**

This zone contains links that you want viewable at all times to the users. The links point to major pages that the user might want to get back to.

## **2.4.2 Module Definitions**

Modules are self-contained packets of distinct types of information. Some modules may represent aggregate information leading to a detail page with more comprehensive content. The visual appearance of each module depends on the nature of information they contain. More important modules are brighter such as Dark Blue or Orange modules. Modules with similar appearance contain Information with similar characteristics, such as "News" and "Calendar" which contain constantly changing or 'transient' information.

## **2.4.3 Color Strategy**

Psychologists advise that a lasting color impression is made within ninety seconds and accounts for sixty percent of the acceptance or rejection of an object, place, individual or circumstance. Because color impressions are both quickly made and long-held, decisions regarding color can be highly important to success.

Colors are used to show distinctions, relationships, and hierarchy in information design. Appropriate use of colors can critically enhance the usability of your site or application by improving readability, navigability, and comprehension. Colors also evoke powerful emotions through association with profile and cultural context. We depend on color to do everyday tasks, and the wrong use of color can affect how users interact with a particular system. Imagine if traffic lights were to suddenly change colors! Well-known brands typically have a limited range of colors they are identified or associated with, and these are a core component of their corporate identity; FedEx is purple and orange, UPS is brown, USPS is blue, and so is IBM. These colors are determined by the attributes of each brand, and how they want to be perceived. That relates directly to visual language, which is essentially "The Mix" of messages and visual cues that is contained within a site. These cues can be icons and symbols, colors, photographs, typography and words, etc. All of these cues go towards establishing a personality of a site that

compliments your overall brand, and how you want to be perceived.

The Mass.gov colors are a careful blend combining warmth and approachability with authority, without being cold and sterile. The color palette has been inspired by a study of other state figures of authority, such as the law enforcement, the courts, and MBTA. It also took into account feedback from Mass.gov users. Mass.gov uses colors to provide distinction between types of user interactions. State services and databases most in demand are indicated against modules with hues of Orange. These are the "Conduct Business" and "Find Information" modules. As a rule, no other module can share these colors. But color does not provide the only visual distinction or grouping because that would compromise accessibility. Therefore outlines and solids are used as well for modules.

Colors should be used sparingly within portal content. Font color is determined by the style sheet and should not be overwritten. Colors may be used for table borders or cell background colors, but any use of color should follow these basic rules:

- Use colors sparingly and subtly
- Avoid using large areas of solid colors
- Avoid the use of too many colors on a single page or area (taking into account the colors already in use on other modules of the page)

## 2.4.4 Brand Identity

The Mass.gov brand is embodied in a unified, seamless experience that a visitor has while navigating between Mass.gov, secretariat, and agency applications and sites. This is achieved by consistent use of the Mass.gov logo, color palettes, uniform templates for screens, and consistent navigation. While following a user-centric approach, the creation of all assets for the applications and websites can be streamlined and it also creates a dynamic that is powerfully felt by the user and ultimately affects a user's perception of the brand. Therefore all messaging within the application or the site should be appropriate to the brand, appeal to the targeted user-types, and encourage them to meet the desired objectives. On any given page, users should know the site belongs to you. Each screen should embody the qualities and promise of your brand. The representation and support of the identity, brand, and information architecture through visual elements and overall style should be an integral part of your project.

### Mass.gov Logo

The Mass.gov logo is the single most powerful image representing Mass.gov. The effectiveness of the logo is dependent upon its correct and consistent usage across all media.

- The logo should be treated as a single piece of artwork. No element should be detached from or added to it.
- The logo may be resized provided that it remains to scale and legible.
- The logo must not be rotated. It must always be horizontal.
- There is no requirement to always pair Mass.gov with the image of the Capitol. However, if you're using it in the header, it must always be used exactly as shown at Mass.gov:

#### Mass.gov master brand as used in the home page header:



In the above example the Mass.gov logo straddles the bands in the Header in the top left corner. Do not employ this logo treatment with photographs, patterns, or colored backgrounds that could compromise the readability or visual impact of the logo in any way

#### Mass.gov master brand as used in the co-branded page header: (sample image)



In the above example the Mass.gov logo is reduced and contained within the top right corner of the uppermost band of the header. This shows how the logo can be reduced in size as long as proportions and readability are maintained. Also note that Links to State Government and Online Services move to the lower band within the header. Co-branding the Mass.gov logo with the super-secretariat and agency names helps the customers with a single-face-of-government. This way they always feel they are on the same site even when transactions are performed from a variety of back-end servers.

## Mass.gov Attributes

The redesign of Mass.gov has focused on a reduced set of personality attributes. These personality attributes are:

- Credibility
- Approachability
- Straightforwardness

*What does it really mean to be credible, approachable, and straightforward?*

At Mass.gov, varying interpretations of these characteristics has led to detailed explanations. For instance, for a government portal to be “credible” meant that users should not perceive that users were being “sold to,” or “led,” or in otherwise manipulated. So the visual design and information architecture focused on presenting the information without any editorial embellishments. Similarly, the portal needed to be “approachable,” meaning it needed to make a user feel comfortable and at ease about engaging with a government entity without feeling overwhelmed. That led to the light and airy color in the palette, and an open screen layout. But it also needed to retain the “authority” and “credibility” of a state entity, so the colors evoke other state entities that users would be exposed to in their day-to-day lives.

The following is a list of keywords and phrases that embody the desired user perception of all Mass.gov applications and web sites. This list does not represent their order of importance. Your project elements (such as tone, graphics, typeface, etc.) should include and leverage the Commonwealth’s imagery, messaging, and characteristics.

<ul style="list-style-type: none"><li>▪ One face of government</li><li>▪ Ease of use</li><li>▪ Trustworthy</li><li>▪ Efficiency</li><li>▪ Reliability</li><li>▪ Legitimacy</li><li>▪ Official status</li><li>▪ Full functionality</li><li>▪ Breadth of information</li><li>▪ Uniqueness</li></ul>	<ul style="list-style-type: none"><li>▪ Personalized</li><li>▪ Business-friendly</li><li>▪ Comprehensive</li><li>▪ Time-saving</li><li>▪ Hassle-free</li><li>▪ One-stop capability</li><li>▪ Current</li><li>▪ Customer-centric</li><li>▪ Convenient</li><li>▪ Service-centered</li></ul>
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## 2.5 Instructional Design

When designing a system that will require input from user, you must take into account how people learn. The following Instructional Design principles affect almost all aspects of web or application design. These tips will increase the chances that users will be able to use your completed product easily:

### 1. Motivate the user:

- Avoid jargon. Industry leading practices suggest readability levels should be at a sixth grade reading level
- Avoid complexity in favor of simplicity of process
- Offer context-sensitive help wherever possible (e.g., glossaries)
- Give users multiple ways to recover from errors without having to go back to the beginning
- Let users select an answer rather than requiring them to write one
  - This will also help you in handling information more effectively

### 2. Identify what is required of them at any given stage:

- Make sure your screens have hierarchical presentation of information that clearly shows how a user should proceed (e.g., consistent breadcrumbs located at the top and/or bottom of each page)
- If you require users to have certain documents with them alert them prior to initiating engagement
- In a multiple step process of engagement, alert the user before starting, and identify each step as you go
- Always indicate to users what stage of a process they are at, and how much further they have to go (e.g., language such as "Step 1 of 6")

### 3. Require active involvement:

- Divide your process or content into smaller chunks to invite user interaction by clicking on buttons such as "next", "previous", "submit", or content hyperlinks etc. You can also do this by getting users to fill out forms in stages/section and requiring a manual progression to the next stage, but avoid making it be like a book. Each click must have a rationale larger than simply turning a page
- Provide acknowledgment of successful completion of a task, wherever possible

### 4. Evaluate your assumptions:

- Create prototypes to evaluate assumptions about information architecture, task-flows, and labels. Different types of usability exercises can be conducted for this purpose, such as card sorting for structure and labeling.
- You can also ask a sampling of your users to complete specific tasks and observe the pathways they take. This will help you see whether or not your assumptions are on target. Remember, you are creating the system for them, not yourself. You are not the typical user, since you have the *insider* knowledge that normal users won't.

❖ A resource containing more detailed guidance on instructional design may be found at [http://www.boxesandarrows.com/categories/how\\_to\\_deliverables\\_documentation.php](http://www.boxesandarrows.com/categories/how_to_deliverables_documentation.php)

## 2.6 Usability Tests

Usability tests are performed to validate assumptions about design. If you have followed this style guide and created user profiles and task flows, your usability exercise can be tied directly to validating them. You can conduct usability tests to validate:

1. Intellectual skills: these are demonstrated by labeling or classifying things, rules are applied and principles are demonstrated, problem solving allows generating solutions or procedures
2. Cognitive strategies are used for identifying and learning
3. Attitudes are demonstrated by preferring options

## 3 CREATING THE ARTIFACTS

A consistent visual representation of the Mass.gov brand is an integral part of maintaining a uniform identity for the Commonwealth of Massachusetts. This section of this style guide includes recommendations for all elements related to graphic design and layout, including logo usage, typography, and use of color and imagery.

### 3.1 Specifications and Assumptions

#### 3.3.1 Browsers Supported

Make sure to try the application or site on different browsers. Some browser versions do not support some dynamic behaviors and might not display correctly.

The following browser platforms should be supported and tested:

- Windows and Solaris Users:
  - Mozilla 1.2
  - Microsoft Internet Explorer 5.5
  - Microsoft Internet Explorer 6
  - AOL 8.0
  - AOL 9.0
  
- Mac:
  - Mozilla 1.2

#### 3.3.2 Platforms Supported

You should design your application for all platforms it will be run on. Try to keep the design platform independent and accessible on Macintosh, PC, and Solaris systems. Making this part of the testing process while design is underway will be helpful to you.

#### 3.3.3 Screen Resolution

Always design for the lowest common denominator in both screen resolution and file size. **800 x 600 pixel screen resolution** should be the standard used to guide page design. Make sure that pages are fully viewable at this resolution. It is also important to consider how a page appears at higher resolutions as some users may work at the higher resolutions. Templates that expand and contract are optimal. Make sure images sit correctly in terms of alignment and backgrounds do not repeat incorrectly. Try to design for no or short scroll bars if possible. Make sure to test the application on different resolutions on different platforms.

The live area is expected to be 785 pixels width x 420 pixels height, and assumes the following:

- Browser window using standard buttons and small icons, address bar enabled and status bar enabled
- One vertical scroll bar
- Page margins will decrease overall live area width measurement depending on left and right margin widths implemented

#### 3.3.4 Connection Speed

It is important that users with 56 kbps modem connections be able to download pages in a reasonable amount of time. Individual Web pages should be no more than 50k and take less than 12 seconds to download. If pages take any longer to download, users may become frustrated and leave the site before the download is complete. The longer the download time, the more users will look for information elsewhere.

<http://www.websiteoptimization.com/services/analyze/> is a good resource for making a quick analysis.

Online applications may require downloading times greater than 12 seconds, however all online applications should strive to optimize load times for users accessing through modem connections.

### 3.3.5 Cascading Style Sheets

Cascading Style Sheets (CSS) allow you to keep style consistent throughout the design and also makes updating changes in style, color, etc. much faster than doing it manually for every page. **CSS will be used for the system**; it defines body, links, heading/text styles and table elements. The current Mass.gov standard CSS has been attached as Appendix D.

### 3.3.6 Accessibility Standards

All screens will meet the accessibility standards determined by the state of Massachusetts. Please see Appendix B – Accessibility Checklist for the most recent accessibility guidelines.

### 3.3.7 Color Palette

All colors must be displayed in hexadecimal form (e.g., FFFFFFFF), prefixed by a “#” sign. Colors do not correspond to the traditional notion of “web safe” colors. See color scheme below:

Color	Hexadecimal Code	Color	Hexadecimal Code	Color	Hexadecimal Code
	#0B265D		#666666		#ADBECE
	#003399		#CECBCE		#BDC7DE
	#31659C		#EFEFEF		#FFF3DE
	#7386A5		#E79A42		

### 3.3.8 Action Buttons

Standard / Common Action Buttons	Standard
Search	Scans the comprehensive site, application, and/or associated data banks for user-determined values within predetermined parameters and presents results in applicable formats.
Apply Filter	Scans a pre-determined subset of the site, application, and/or associated data banks for user-determined values within predetermined parameters and presents results in applicable formats.
Submit	Forwards the values entered by a user to a server for storage and displays appropriate confirmation or results
Reset	Sets the values of the current screen to default or pre-determined values
Save and Continue	Takes users to the next step within the current on-screen process for multi-page forms

### 3.3.9 Graphical Guidelines

The guidelines around use of graphics on the portal are as follows:

- Choose photos from professional stock photography. (Most photos have usage fees associated with them. Make sure to understand what they are.)
- Only use photos within the content of a page when they add to or enhance the associated written content and are clear and easy to understand. Do not use graphics to “decorate.”
- Make sure that graphics are compressed to the smallest possible file size and still maintain sufficiently high quality. Large graphics slow downloading time and limit accessibility.

### 3.1.9.1 Graphics Optimization

Graphics should be kept to a minimum. Always set images to 72 dpi. Optimize photos for fast, easy downloading while still maintaining sufficiently high quality. GIF and JPG files are the two most common file formats on the Web and are easily viewed by most browsers. These formats compress files for the Web using different methods, each with advantages and disadvantages. JPG compression is better for photo images because it supports small variations in color and shading. The GIF format is well suited for graphs, icons, charts and other simple graphics.

Optimized GIF or JPG files should be sized as follows:

Image Size	File size
Smaller than 100x100	Less than 10k
Larger than 100X100	No more than 30k

Macromedia Flash technology and any moving or animated graphics are not allowed. Please do not use graphics larger than 120X120 pixels.

### 3.1.9.2 ALT Tags

Not every user will be able to take advantage of the graphics offered (e.g., users who are blind or otherwise visually impaired). A text equivalent must be provided for every non-text element via "alt text" tag. Not only must every graphic be selectively chosen, it must also possess alt tags to meet Federal and Commonwealth accessibility regulations.

Accessibility standards have been outlined in detail for all state agencies by Massachusetts Information Technology Division (ITD). See Appendix C for the Accessibility Checklist for further information.

## 3.3.10 Font Specifications

The Mass.gov style sheet should be used to control font display attributes, such as size, color, link color, and rollover effects. All modules on the page are referenced in the style sheet. In order to maintain consistency throughout the site, use the guidelines listed on the following pages.

### 3.1.10.1 Font Type

Standard Mass.gov font type is Arial.

### 3.1.10.2 Bold

Use bold script sparingly to designate subheadings within text, and to highlight important information.

### 3.1.10.3 Italics

Italics may be used to highlight or emphasize certain text, but are not recommended due to reduced readability of onscreen text. Please use italics script only if absolutely necessary.

### 3.1.10.4 Underline

Do not use underline to highlight any text that is not hyperlinked.

### 3.1.10.5 Size

The standard font size is 12px.

\* Please refer to the HHS CSS for more information on the font specifications.

## 3.2 Screen Templates

### Consistency

Consistency is a key issue that should be applied to every aspect of Web site creation. Consistent elements within a Web site increase usability while instilling a sense of confidence in users. Web pages displayed in a clear, predictable structure keep the user from feeling lost and encourage further site exploration. Inconsistent formatting of a site and its elements can cause confusion and adversely affect a user's willingness to revisit the site.

Mass.gov uses a standard style sheet for all sites within the portal. A snapshot of this style sheet has been included as Appendix C, please be sure to check the online site to confirm you are using the most recent version. A style sheet can be used to standardize a number of different settings within a page's HTML coding, including font selection, text size, headings, subheadings, placement, spacing, links, and colors. When used correctly, the style sheet is a simple way to ensure continuity across a site.

### **Navigation**

The navigation within a Web site should be clear, consistent, concise and intuitive. It is crucial that the placement and formatting of the navigation remain consistent throughout all pages. This provides a structure that the user can rely upon to move freely throughout the site. The two basic forms of navigation, buttons and text links, should always be displayed in a simple manner.

Text links should always be the same size and have consistent values set for their active, rollover, and visited states throughout the site. In order to achieve this consistency, Mass.gov uses tags in a stylesheet. Do not use "click here" links or exposed URLs such as <http://www.Mass.gov>. Instead, use short explanatory terms or site names as link names.

The style used for graphical buttons should remain consistent throughout the site. Using just one graphical style helps the user easily recognize the graphic as a navigational element.

Key content page types are as follows:

- Home Page Template (e.g., Mass.gov Homepage)

The screenshot displays the Mass.gov homepage layout. At the top, there is a navigation bar with the Mass.gov logo, the date "April 20, 2005", and a menu with "HOME", "RESIDENTS", "BUSINESSES", "VISITORS", and "GOVERNMENT". To the right of the navigation bar are links for "State Agencies" and "State Online Services".

The main content area is divided into several sections:

- Office of the Governor:** Features portraits and names of Governor Mitt Romney and Lt. Governor Kerry Healey.
- Homeland Security:** Includes a "National Threat Advisory" with an "ELEVATED" status.
- Federal Government:** A simple link to the federal government page.
- State Government:** A detailed navigation menu with sub-sections for Executive, Legislative (including Massachusetts General Court, State Representatives, and State Senators), Judicial, Authorities / Quasi-public agencies, Regional Planning Agencies, and All agencies.
- Local Government:** A search box for "Choose a community" to find resources in a specific community.
- Track the Issues:** A search box for "Choose an issue" and a logo for "IssueSource" (Massachusetts Politics and Policy Online).
- Online Services:** A central yellow box containing a list of services such as "2005 tax season filing information", "First time homebuying tools", "Renew driver's license", "Sex offenders in your community", "Buy MBTA passes", "Corporate filings", "Occupational licenses", "File weekly unemployment benefits", "Check status of tax refund information", "Find bids and contracts", "Vehicle registration", "Search school profiles", "Find Maps", "Register as new business", "Abandoned assets", and "Sign up for 'Do Not Call'".
- News & Updates:** A list of recent news items including "DPH Releases Birth Report for 2003", "Smart growth innovation honors", "Forest fire awareness week", "State unemployment rate unchanged, jobs up", "New DYS commissioner", and "Celebrate National Poetry Month!".
- Spring time activities:** A section with a photo of people hiking and text describing the state and local parks system, offering opportunities for outdoor recreation like biking, hiking, and walking.
- Walking, running and hiking trails:** A sub-section listing "Walking trails in the state park system", "State-maintained hiking trails", and "Trails that meet accessible requirements".
- Biking:** A sub-section listing "Rail trails (biking and walking)", "Bicycling", "Mountain biking, by region", and "Bicycle trails".
- Other Widgets:** Includes a "2006 Budget Process" banner, a "QUICK SURVEY" button, a "STATE HOUSE NEWS SERVICE Weekly Roundup" link, and a "Calendar" widget for finding public hearings.
- Mass Lottery:** A section for the state lottery, showing the date "April 19, 2005" and listing "Big Game Mega Millions 5-6-14-42-47 Mega Ball 3", "Mass Cash 1-5-7-31-32", and "Numbers Game 9-1-1-4".

At the bottom of the page, there is a footer with the copyright notice "©2005 Commonwealth of Massachusetts" and links for "Site Policies", "Contact Us", "Help", and "Site Map".

▪ **Level 2 Constituent Page Template (e.g., Businesses)**

The screenshot displays the Mass.gov website interface. At the top, the Mass.gov logo is on the left, and navigation links for "State Agencies" and "State Online Services" are on the right. Below the logo, the date "April 20, 2005" is shown. A horizontal navigation bar contains links for "HOME", "RESIDENTS", "BUSINESSES", "VISITORS", and "GOVERNMENT".

The main content area is divided into several sections:

- Home >**
- Online Services** (highlighted in orange):
  - Find bids and contracts
  - Register as new business
  - Funding Finder
  - Search MassStats and other economic data
  - Corporate filings
  - File business taxes
  - File new hire reports
  - Post jobs, view resumes
  - Search UCC, corporations, & business name databases
  - Find a business site
  - Occupational licenses
  - Your unemployment account
- More...**
- Why Massachusetts**  
[Business Resource Team](#), [Comparisons](#), [Regional profiles](#), [Technology](#), [more...](#)
- Funding Sources**  
[General](#), [Technology](#), [Manufacturing](#), [Real estate](#), [more...](#)
- Licensing, Permitting & Regulation**  
[Overview](#), [Licensing](#), [Environmental](#), [Building](#), [more...](#)
- Selling to the Government**  
[Goods & services](#), [Buildings](#), [Roads & bridges](#), [Basic requirements](#), [more...](#)
- Getting Started**  
[Incorporation](#), [Startup help](#), [Licenses & permits](#), [Site finder](#), [more...](#)
- Workplace & Employees**  
[Hiring](#), [Wages](#), [Benefits](#), [Safety](#), [more...](#)
- Taxes & Reporting**  
[Sales](#), [meals](#), [Payroll](#), [Corporate reports](#), [Certificate of Compliance](#), [more...](#)

On the right side of the page, there are several utility widgets:

- A search box with a "Search" button.
- A "Help us improve Mass.gov" section with a "QUICK SURVEY" button.
- News & Updates**:
  - [Search for an attorney](#)
  - [Smart growth innovation honors](#)
  - [State unemployment rate unchanged, jobs up](#)
  - [Healey Recognizes the Charles C. Lewis Co.](#)
  - [Winter fuel delivery violations](#)
  - [Investor education brochures](#)
- Calendar**:
  - Find public hearings, recreational events and more.
- Mass Lottery**:
  - April 19, 2005
  - Big Game Mega Millions: [5-6-14-42-47 Mega Ball: 3](#)
  - Mass Cash: [1-5-7-31-32](#)
  - Numbers Game: [9-1-1-4](#)

At the bottom of the page, the footer contains: "©2005 Commonwealth of Massachusetts" on the left, and "Site Policies", "Contact Us", "Help", and "Site Map" on the right.

▪ **Level 3 Listing Detail Page Template (e.g., “Taxes & Reporting”)**

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Taxes & Reporting' page on the Mass.gov website. The browser's address bar shows 'Taxes & Reporting - Mass.Gov - Microsoft Internet Explorer'. The website's header includes the 'Mass.gov' logo, a date of 'April 20, 2005', and navigation tabs for 'HOME', 'RESIDENTS', 'BUSINESSES', 'VISITORS', and 'GOVERNMENT'. There are also links for 'State Agencies' and 'State Online Services'. The main content area features a breadcrumb trail 'Home > Business >', a title 'Taxes & Reporting', and a paragraph explaining that tax and reporting requirements depend on the organization type and business line. Below this is a list of four main categories: 'Corporate, sales, meals & other business taxes', 'Payroll taxes', 'Reporting for corporations & other entities', and 'Certificates of Good Standing'. A right-hand sidebar contains a search box and an 'Online Services' section with links for 'File business taxes', 'Register as new business', 'File new hire reports', 'Apply for certificate of good standing', and 'Corporate filings'. The footer includes the copyright notice '©2005 Commonwealth of Massachusetts' and links for 'Site Policies', 'Contact Us', 'Help', and 'Site Map'.

Taxes & Reporting - Mass.Gov - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Mass.gov State Agencies State Online Services

April 20, 2005 HOME RESIDENTS BUSINESSES VISITORS GOVERNMENT

Home > Business >

### Taxes & Reporting

Your tax and reporting requirements depend on what type of organization you are, what line of business you are in and whether or not you have employees.

- **[Corporate, sales, meals & other business taxes](#)**  
Federal, state and local governments impose various taxes on business activities and income.
- **[Payroll taxes](#)**  
If you have employees you probably also have payroll tax and reporting obligations such as unemployment insurance and income tax withholding.
- **[Reporting for corporations & other entities](#)**
- **[Certificates of Good Standing](#)**  
Businesses sometimes need proof, in the form of a 'Certificate of Good Standing' or a 'Certificate of Compliance' from the Department of Revenue (DOR), that all state tax liabilities have been met. (For example, in order to obtain a liquor license.)

Search

Online Services

- [File business taxes](#)
- [Register as new business](#)
- [File new hire reports](#)
- [Apply for certificate of good standing](#)
- [Corporate filings](#)

[More...](#)

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- Search Results Page (e.g., using search term, "EOHHS")

The screenshot shows the Mass.gov website interface. At the top, there is a navigation bar with the Mass.gov logo, the date "April 20, 2005", and menu items: HOME, RESIDENTS, BUSINESSES, VISITORS, GOVERNMENT. There are also links for "State Agencies" and "State Online Services".

The main content area features a search box with the term "EOHHS" entered and a "Search" button. Below the search box, the results are listed as follows:

**Search results**  
233 pages were found in Mass.Gov

- 1. EOHHS Help - About This Site - EOHHS**  
EOHHS Help - About This Site Welcome to the Executive Office of Health and Human Services (EOHHS) website. This site is designed for: Consumers (Massachusetts residents) who need to find health programs  
Office of the Secretary of Health and Human Services - Last modified on 20-Apr-2005
- 2. EOHHS Site Policies - EOHHS**  
EOHHS Site Policies Welcome to Executive Office of Health and Human Services Web site. The Commonwealth of Massachusetts provides this website as a service to you subject to the following notices, terms  
Office of the Secretary of Health and Human Services - Last modified on 20-Apr-2005
- 3. Current Opportunities in EOHHS - Health and Human Services**  
Home Consumers Providers Researchers Government Health and Human Services Mass.Gov Home State Agencies State Online Services Current Opportunities in EOHHS HHS/MassHealth Job Openings Office of Elder  
Office of the Secretary of Health and Human Services - Last modified on 20-Apr-2005
- 4. EOHHS Web Feedback - EOHHS**  
EOHHS Web Feedback We appreciate your comments, suggestions and questions. If you're looking for more information about a specific topic, have a suggestion on how to improve the site, or if you have  
Office of the Secretary of Health and Human Services - Last modified on 20-Apr-2005
- 5. MDPH-06/13/97- Weld And Cellucci Name O'Leary EOHHS Secretary**  
For Immediate Release: June 13, 1997 Weld and Cellucci name O'Leary EOHHS Secretary Boston, MA - Governor William F. Weld and Lt. Governor Paul Cellucci today appointed William D. O'Leary, currently the  
Department of Public Health - Last modified on 27-Apr-2004
- 6. Purchase of Service - EOHHS POS Contracting Pre/Regualification**  
EOHHS POS Contracting Pre/Regualification  
Department of Public Health - Last modified on 27-Apr-2004
- 7. Employment Awareness Week - March 14 - 21, 2005**  
Discover How You Can Help Make a Difference! Visit us throughout the Commonwealth at one of our career fairs  
Office of the Secretary of Health and Human Services - Last modified on 20-Apr-2005
- 8. Employment Awareness Week - March 14 - 21, 2005**  
Discover How You Can Help Make a Difference! Visit us throughout the Commonwealth at one of our career fairs  
Office of the Secretary of Health and Human Services - Last modified on 20-Apr-2005
- 9. Employment Awareness Week - March 14 - 21, 2005**  
Discover How You Can Help Make a Difference! Visit us throughout the Commonwealth at one of our career fairs  
Office of the Secretary of Health and Human Services - Last modified on 20-Mar-2005
- 10. Data Subcommittee Draft Recommendations**  
EOHHS has convened a data subcommittee to develop data recommendations for the Executive Commission for Homeless Services Coordination, (ECHSC). A meeting was held on 7/17/03 to kick off discussions. Participants included EOHHS agencies, the DOC, DOE, advocacy groups and the UMass. Additionally, on 7/24/03, EOHHS conducted site visits to Bridge Over Troubled Waters and the Pine Street Inn.  
Office of the Secretary of Health and Human Services - Last modified on 20-Apr-2005

1-10 11-20 21-30 31-40 41-50 51-60 61-70 71-80 81-90 91-100 >>

**Search Tips**

- AND** - Finds documents containing all of the specified words or phrases. Peanut AND butter finds documents with both the word peanut and the word butter.
- OR** - Finds documents containing at least one of the specified words or phrases. Peanut OR butter finds documents containing either peanut or butter. The found documents could contain both items, but not necessarily.
- AND NOT** - Excludes documents containing the specified word or phrase. Peanut AND NOT butter finds documents with peanut but not containing butter. NOT must be used with another operator, like AND. Search does not accept 'peanut NOT butter'. Instead, specify peanut AND NOT butter.
- NEAR** - Finds documents containing both specified words or phrases within 10 words of each other. Peanut NEAR butter would find documents with peanut butter, but probably not any other kind of butter.
- \*** - The asterisk is a wildcard; any letters can take the place of the asterisk. Bass\* would find documents with bass, basset and bassinet. You must type at least three letters before the \*. You can also place the \* in the middle of a word. This is useful when you're unsure about spelling. Colo\*r would find documents that contain color and colour.
- ( )** - Use parentheses to group complex Boolean phrases. For example, (peanut AND butter) AND (jelly OR jam) finds documents with the words 'peanut butter and jelly' or 'peanut butter and jam' or both.
- title:text** - Finds pages that contain the specified word or phrase in the page title (which appears in the title bar of most browsers). The search title:sunset would find pages with sunset in the title.
- url:text** - Finds pages with a specific word or phrase in the URL. Use url:garden to find all pages on all servers that have the word garden anywhere in the host name, path, or filename.

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Calendar Page

The screenshot shows the Mass.gov website interface. At the top, there is a navigation bar with the Mass.gov logo and links for State Government and State Online Services. Below this is a user selection bar with tabs for RESIDENT, BUSINESS, VISITOR, and PUBLIC EMPLOYEE. The date April 20, 2005 is displayed. A search bar is located on the right side. The main content area is titled "Calendar Event Summary" and features a filter section with "Select Agency and Event" (set to Executive Office of Health and Human Services) and "Select Dates" (Start Date: Apr 20, 2005; End Date: May 20, 2005). Below the filter, a list of events is shown, including "From Our Deaf Heritage: Visual Images, Symbols and Meanings" and "MAPP training - Springfield".

Home

Calendar Event Summary

Select Agency and Event

Executive Office of Health and Human Services

All Events

Select Dates

Start Date Apr 20 2005

End Date May 20 2005

Go

All Events Summary:

Executive Office of Health and Human Services  
Friday, May 06, 2005  
[From Our Deaf Heritage: Visual Images, Symbols and Meanings](#)

Department of Social Services  
Tuesday, April 26, 2005  
[MAPP training - Springfield](#)

Thursday, April 28, 2005  
05:30 PM [Foster Parent Informational Session - Lowell](#)

Monday, May 16, 2005  
05:30 PM [Foster/Adoptive Informational Meetings - Westboro](#)

Tuesday, May 17, 2005  
06:00 PM [Foster/Adoptive Informational Meeting - Westwood](#)  
06:00 PM [MAPP Class - Attleboro](#)

Wednesday, May 18, 2005  
10:00 AM [Foster Parent Informational Session - Lowell](#)

Thursday, May 19, 2005  
05:30 PM [Foster Parent Informational Session - Lowell](#)

Governor's Commission on Mental Retardation  
Friday, April 22, 2005  
09:00 AM [End of Life Care](#)

Department of Mental Health  
Tuesday, May 03, 2005  
[Addictions Across Cultures](#)

Division of Health Care Finance and Policy  
Tuesday, May 17, 2005  
10:00 AM [Public Hearing - Adult Day Health Services](#)

The statewide calendar is a new feature, released in October, which includes information about various events sponsored by state departments. The event listings are continually expanding to provide a broader array of events in state government. Currently, the calendar lists only those events from selected [Participating Agencies](#). You may be able to find events from non-participating agencies at agency specific websites. Government agencies interested in listing events should contact [Mass.Gov@state.ma.us](mailto:Mass.Gov@state.ma.us).

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▪ Super-Secretariat Co-brand Template (with a free-form module)

The screenshot displays the 'Health and Human Services' website. At the top, there is a header with the 'Mass.gov' logo and a navigation bar with links for HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT. The date 'April 20, 2005' is shown on the left. Below the header, there are navigation links for 'Mass.Gov Home', 'State Agencies', and 'State Online Services'. The main content area is divided into several sections:

- Secretary Ron Preston:** A welcome message from the Executive Office of Health and Human Services.
- Select an Agency:** A list of agencies including the Executive Office of Health and Human Services, Office of Medicaid (MassHealth), Office of Children, Youth, and Family Services, Office of Disabilities and Community Services, Office of Health Services, Department of Elder Affairs, and Department of Veterans' Services.
- Homeland Security:** A section with a 'National Threat Advisory' and an 'ELEVATED' status.
- Key Resources:** A list of resources such as 'Behavioral Health Information in a Disaster', 'Domestic Violence', 'Child Abuse and Neglect', 'Elder Abuse Hotline', '800AgeInfo', 'Administration for Children and Families, US DHHS', 'Child Care Resource & Referral Agencies', 'Children's Medical Security Plan', 'Child Support', and 'Disabled Persons Protection Commission (DPPC)'.
- Online Services:** A list of services including 'Catalog of Services', 'Ask About Eligibility', 'Access Vital Records', 'Find Community Resources', 'Community profiles', 'Low-Cost Health Care', 'Prescription Advantage', 'Report Child Abuse', 'Federal benefits', and 'MassHealth Member Status'.
- Featured Article:** 'Making the Best Choice: Information about Hospital and Birth Center Maternity and Delivery Practices in Massachusetts'. The article includes a map of Massachusetts and text explaining that the Division of Health Care Finance and Policy (DHCFP) compiles statistics to help users learn about maternity and delivery practices. It lists provider-specific information such as hospital address, website, delivery types, anesthesia, nursery levels, and rates.
- Internal Links:** A section for 'Internal Links'.
- News & Updates:** A list of news items including 'DPH Releases Birth Report for 2003', 'Romney Names Jane Tewksbury as DYS Commissioner', 'Small Businesses to Benefit Under Romney Healthcare Plan', 'Ann Reale Named Commissioner of Early Education & Care', 'Romney Takes Healthcare Reform on the Road', and 'Romney Launches Healthcare Reform in Massachusetts'.
- Provider Services:** A section with a 'ENTER' button and links for 'Catalog', 'Screening & Referral', 'Intake', 'Inquiry', 'Licensing', 'Purchase of Services', 'Invoicing', 'Electronic Payments', and 'Service & Transition Planning'.
- Careers in Health and Human Services:** A section for job opportunities.
- Calendar:** A section for 'Hearings, info sessions, and more'.

At the bottom of the page, there is a footer with the copyright notice '©2005 Commonwealth of Massachusetts' and links for 'Feedback', 'Site Policies', 'Contact Us', 'Help', and 'Site Map'.

- Agency "Landing Page" with the Super-Secretariat and Mass.gov Master Co-Brands

The screenshot shows the website for the Division of Health Care Finance & Policy. The header includes the date "April 20, 2005" and navigation tabs for "HOME", "CONSUMERS", "PROVIDERS", "RESEARCHERS", and "GOVERNMENT". The "Mass.gov" logo is in the top right. A breadcrumb trail reads "Home > Government > Departments and Divisions >". The main heading is "Division of Health Care Finance & Policy".

**Welcome from Commissioner Paul J. Cote, Jr.**

 The effectiveness of our health care system depends, in part, on the availability of information. To make good decisions, purchasers must have accurate and useful information on quality, pricing, and supply....

**Hospital Maternity Information**

The Division of Health Care Finance and Policy (DHCFP) compiles statistics provided by hospitals and birth centers across Massachusetts to help you learn about each facility's maternity and delivery practices. If you are expecting a baby and want information about choosing the place where you will deliver, the information on this site may help you make a decision.

**FY04 Q4 Acute Hospital Financial Report and Hospital-specific Fact Sheets**

The Division collects financial data to fulfill its legislative directive to continuously monitor the financial status of the acute hospital industry. The FY04 Q4 (unaudited) Financial Report and Hospital-specific Fact Sheets are now available (click on the above link). The Report indicates improvement in overall profitability for the industry, due to healthier operating performance and non-operating gains. While the majority of hospitals demonstrated improved cash flow and solvency, the ability to cover long-term obligations remains a serious concern for many.

**About Us**

Information on what we do, how we are organized, and our history, as well as an explanation of our state's seal and directions to our office.

**Left Sidebar:**

- What We Do
  - DHCFP Regulations
  - Policy Analysis
  - Qualifying Student Health Insurance Program
  - Uncompensated Care Pool
  - Worker's Compensation
- Key Resources
  - Contact Us
  - Resources for Health Care in Massachusetts
  - DHCFP Public Records
  - INET/Claims Provider Assistance 800-542-7648
  - Nursing Home Provider Assistance 617-988-3299
  - Student Health Insurance Program 800-888-2250
  - Uncompensated Care Determinations 617-988-3222
  - Uncompensated Care Grievance 877-910-2100
  - Uncompensated Care Pool Surcharge 800-888-2250

**Right Sidebar:**

- Search: Health & Human Services
- News & Updates
  - Romney Launches Healthcare Reform in Massachusetts
  - DHCFP Public Hearings
  - Hospital Financial Report, FY04, Q4
  - UCP: FAQs PDF
  - Employers Who Have 50 or More Employees Using Public Health Assistance
- Online Services
  - INET
  - Cost-Reporting
- Publications
  - DHCFP Publications Catalog
  - DHCFP Data Catalog
  - Health Policy Topics
  - Access Catalog PDF
  - Your Guide to Managed Care in Mass. PDF
- Calendar: Hearings, info sessions, and more.

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## Assets (the various elements that constitute a screen):

- **Mass.gov Logo**



- **Mass.gov Header with Constituent Tabs**



- **Co-Brand Header with Constituent Tabs**



- **Page Footer**



## 3.3 Editorial Style

Mass.gov Portal Services has compiled a set of editorial guidelines. These guidelines can be found in full via the EOHHS Intranet Portal. A high-level overview of those guidelines has been included here.

### 3.3.1 General Writing Guidelines

Content within the portal is geared toward the needs of customers coming to the Mass.gov and agency sites with a variety of needs and intentions. These customers come from all walks of life with varying levels of education, computer literacy and access to the Internet. For the sake of general comprehension, the portal's content should be written at a sixth-grade reading level, to the extent possible.

The way people read computer screens is considerably different than the way they read printed materials. We tend to read about 25 percent slower from screens than from paper, and to scan for specific information rather than read line-by-line.

More importantly, most users of government websites visit them to complete a task quickly, not to linger. They have little patience or desire to read through long, dense blocks of text on a computer screen.

Therefore, content authors should follow these guidelines:

- **Avoid simply transferring content that has been written for other media, such as paper, to the web**  
As necessary, rewrite any content that originates on paper to conform to these guidelines.

- **Write at a sixth-grade reading level for general comprehension**  
As a government website, Mass.gov serves customers who come from all walks of life with varying levels of education, computer literacy and English language proficiency.
- **Avoid longer, formal words when shorter, clearer, more familiar ones will do**  
E.g., use vs. utilize, help vs. facilitate, pay vs. compensate, etc.
- **Use simple and straightforward sentence structure**  
Avoid long, compound sentences.
- **Prefer active voice to passive voice**  
Active voice: "The legislature prepared the budget." Passive voice: "The budget was prepared by the legislature."
- **Avoid use of government-insider jargon**  
Avoid use of acronyms, jargon, "government-ese" and statutory citations; when you must use them, always explain what they mean at first mention.
- **Use lists rather than paragraphs**  
Wherever possible, use lists rather than paragraphs to telegraph information that doesn't require explanation. Lists draw attention to important points and cause the scanning eye to slow down. Use bulleted lists for unordered information and numbered lists when order is important. Caution: Don't go overboard -- lists that exceed 8-10 items defeat these goals.
- **Be brief**  
Restrict content to only what is needed to convey meaning or facilitate navigation (about half the word count used when writing for print). Avoid self-referential or unnecessary introductory content such as "This paragraph that we wrote will tell you all sorts of useful things about us."
- **Break up lengthy content**  
Very long, dense Web pages are disorienting because they require the user to scroll long distances and to remember the organization of things that have scrolled off-screen. If the content is by necessity lengthy, break it up into concise blocks of information using separate content chunks, and within chunks, brief, news-style headings and subheadings. Breaking the content up helps online readers scan and locate the information they want without necessarily having to read through all of it.

Your applications or site should use language understood by all targeted users. Writing style should be engaging, easy to understand, and appropriate to the intended audience. Likewise, the site's tone of voice should encourage users to continue the transaction while feeling confident and secure.

### 3.3.2 Composing Links & Descriptions

Because category and resource links and their descriptions are also content that users must read and scan, apply our general writing guidelines as relevant, as well as these additional guidelines:

- **Use precise wording** so that users have a clear, accurate and complete idea of the content at the destination page prior to choosing the link. This enables them to minimize clicks and follow a logical, continuous click pattern.
- **Match the label to the content itself.** If your link brings a user to a general information page, do not use a label that implies the link is going directly to some piece of specific information that is another click away.

- **Generally try to match the wording of the link label to the major heading of the target page, for the sake of a continuous flow.** For example, if the first thing the user will see at the destination page in big red letters is "Tips for buying a car," employ that wording in your link label (versus "Buying automobiles made easy").
- **However, it is more important for your label to be intuitive and readable than it is to match the destination page.** If the heading of the destination page is not intuitive or otherwise problematic (it isn't concise, it consists of jargon or acronyms, etc.), come up with your own, more intuitive label. For example, if the headline on the page that contains tips for buying a car is actually "M.G.L. Ch. XYZ, Sec. 57" or "The TFBAC Program" then compose a better label and trust your users to ascertain that they have arrived at the right destination.
- **If you are linking to an external website, be sure to indicate that in the label or the description.** This tips users off that they will be leaving your site if they click the link, and informs them who is responsible for the targeted information. This is especially important when linking to other portalized sites and/or sites that have the Mass.gov banner, where similar look and feel could cause confusion. For example, if the Office of Consumer Affairs houses the "Tips for buying a car" page you wish to link to, then indicate that in the link label (e.g., Consumer Affairs' Tips for buying a car ) or in the description.
- **Do not label a link "click here" or similar, as this is meaningless to software screen readers used by visually-impaired customers.**
- **Whenever possible, link directly to a service, application or information, not to a homepage or general area of a website.** (However, if the first screen for an application will be a mystery to first-time users, linking to an explanatory web page is preferable.)

### 3.3.3 Text Layout and Organization

#### Alignment of Content

- Content should typically be aligned left.
- As a general rule, if the layout involves a table, content within each cell should be aligned left as well.
- Make paragraphs flush left, not initial indented.

#### Headings and Titles

- Use headings and titles to indicate the content of a section.
- Label pages clearly without any assumptions about previous content viewed by the customer
- Sub-headings on a page should be bold, regular text followed by a <br> (shift + enter) rather than a <p> (enter)

#### Lists

- Place more than three items in a series in a list rather than a paragraph so that customers can quickly scan for the information they need.
- Limit lists to no more than two levels – primary and secondary – as anything more than this is too cumbersome for people to build mental maps and remember hierarchical relationships.
- Use bulleted lists where order is unimportant, such as lists of random items. Use numbered lists when order is important, such as sequential steps in a process.

#### Tables

- Width – typically it should be 100% so it spans the width of the chunk. If you set width in pixels, do not exceed 550.
- Border – If you need a color border, use one of those designated in the color palette above.

## Appendix A: Portal User Experience and Style Guide Checklist

*Please use this checklist as a quick reference through the steps of design. It follows a phased design process based upon the style guide document and should be supplemented with details about each step from the main document. The end of each phase is also a good point to step back and review your steps by matching them up with statements and objectives and making sure everything fits into the framework.*

### Phased Design Process Checklist

- Phase 1: Set the Foundation
- Phase 2: Define the User Experience
- Phase 3: Build Information Architecture
- Phase 4: Define the Visual Design
  
- Specifications Checklist #2
- Critical Accessibility Checklist #3

### Part I - Phased Design Process Steps

#### Phase 1: Set the Foundation

##### Define a Mission Statement

- Define a mission statement for the site using key words that foster a sense of the larger design and process (i.e., a longer term vision)

##### Define Purpose and Business Objectives

- Identify Critical Success Factors that are closely tied to the Mission Statement
- Write detailed and specific statements to quantify objectives

##### Conduct User Research

- Select qualitative and quantitative methods (see Section 2.1.4) that are relevant to your application
- Gather data pertinent to the design of the application or site from both end user and stakeholders

##### Collect User Requirements

- Write requirements document using data gathered from research
- Develop User Requirements
- Develop Business Requirements
- Develop Functional Requirements

##### Create User Profiles

- Model critical users of the site as different profiles (see Section 2.1.6 and Points to Consider)
- Identify goals and behavior patterns
- Relate profile to business requirements

##### Develop Project Implementation Plan

- Sort, analyze and organize all data, archetypes, and statements
- Compile into one coherent document with specific plan
- Phases, dates, design modules, and milestones can be identified here

#### Phase 2: Define the Experience

##### Determine the Application Flow

- Develop Activity Scenarios to define how user segments will interact with application
- Map User Task and Activity Flows (textual or graphical)

##### Create Use Cases

- Based on task and activity flows create single-path prototype to validate a premise in the form of a use case (see Section 2.2.2)

##### Create Wireframe

- Create with idea of what resources to present on each page and how best to layout information
- Make with pertinent information (see Section 2.2.2)

##### Develop Rapid Prototypes

- Validate structure and form
- Test out user interface, database structure and flow of information
- Develop a more concrete view of your application flow and how it will be best presented based on all collected information from Phase 1

#### Phase 3: Build the Information Architecture

<input type="checkbox"/> <b>Create a Content Map</b> <ul style="list-style-type: none"> <li>• Categorize major information types available</li> <li>• Show all that needs to be written but not relationships or structure of the application</li> </ul>
<input type="checkbox"/> <b>Create the New Information Architecture</b> <ul style="list-style-type: none"> <li>• Blueprint how all information is organized</li> <li>• Review Section 3.2 for template styles and map information to these styles</li> <li>• Create Taxonomy: Classify data into hierarchical structure</li> <li>• Develop Nomenclature: Systemize naming groups or categories</li> <li>• Label naming groups or categories (see Section 2.3.3 for more information)</li> </ul>
<b>Phase 4: Define the Visual Design</b>
<input type="checkbox"/> <b>Page Layout</b> <ul style="list-style-type: none"> <li>• Organize screen into zones where information pieces will fit (see 2.4.1)                             <ul style="list-style-type: none"> <li>○ Branding and Global Navigation Zone</li> <li>○ Links Zone</li> <li>○ Quick links and Editorial Content Zone</li> <li>○ Contextual Links Zone</li> <li>○ Global Links Zone</li> </ul> </li> </ul>
<input type="checkbox"/> <b>Create Module Definitions</b> <ul style="list-style-type: none"> <li>• Create each module definition as self-contained distinct types of information</li> </ul>
<input type="checkbox"/> <b>Define Color Strategy</b> <ul style="list-style-type: none"> <li>• Select appropriate color palette based on requirements of the application and relationships that need to be made clear using them</li> <li>• Use colors sparingly and maintain a professional feel</li> </ul>
<input type="checkbox"/> <b>Define Brand Identity</b> <ul style="list-style-type: none"> <li>• Maintain the Mass.gov brand and layout based on the guidelines set forth in 2.4.4</li> </ul>
<input type="checkbox"/> <b>Conduct Verification</b> <ul style="list-style-type: none"> <li>• Verify application meets Mission Statement and Purposes guidelines</li> <li>• Verify application satisfies User Requirements</li> <li>• Verify all tasks in Project Implementation Plan are satisfactorily completed</li> </ul>

## **Part II – Specifications Checkpoints**

<input type="checkbox"/> <b>Setup Browser Compatibility with the follow Web Browsers:</b> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"> <ul style="list-style-type: none"> <li>• Windows Users:                                     <ul style="list-style-type: none"> <li>○ Mozilla 1.2</li> <li>○ Microsoft Internet Explorer 5.5</li> <li>○ Microsoft Internet Explorer 6</li> <li>○ AOL 8.0</li> <li>○ AOL 9.0</li> </ul> </li> </ul> </td> <td style="width: 50%;"> <ul style="list-style-type: none"> <li>• Mac:                                     <ul style="list-style-type: none"> <li>○ Mozilla 1.2</li> </ul> </li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Windows Users:                                     <ul style="list-style-type: none"> <li>○ Mozilla 1.2</li> <li>○ Microsoft Internet Explorer 5.5</li> <li>○ Microsoft Internet Explorer 6</li> <li>○ AOL 8.0</li> <li>○ AOL 9.0</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Mac:                                     <ul style="list-style-type: none"> <li>○ Mozilla 1.2</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Windows Users:                                     <ul style="list-style-type: none"> <li>○ Mozilla 1.2</li> <li>○ Microsoft Internet Explorer 5.5</li> <li>○ Microsoft Internet Explorer 6</li> <li>○ AOL 8.0</li> <li>○ AOL 9.0</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Mac:                                     <ul style="list-style-type: none"> <li>○ Mozilla 1.2</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• May include                             <ul style="list-style-type: none"> <li>○ Windows</li> <li>○ Mac</li> </ul> </li> </ul>		
<input type="checkbox"/> <b>Design for 800 x 600 Pixel Screen Resolution</b>		
<input type="checkbox"/> <b>Design with Slow Connection Speeds in Mind</b> <ul style="list-style-type: none"> <li>• Design for 56 kbps Modems</li> <li>• No more then 35k page size</li> <li>• Less then 12 sec of download</li> <li>• Test (See 2.1.4)</li> </ul>		
<input type="checkbox"/> <b>Optimize Graphical Objects</b> <ul style="list-style-type: none"> <li>• Set images to 72 dpi</li> <li>• Use only GIFs or JPGs file formats</li> <li>• Optimize to 30k maximum</li> </ul>		

### Check Font Specifications

- **Font Type**
  - *Standard Mass.gov font type is Arial.*
- **Bold**
  - *Use bold script sparingly to designate subheadings within text, and to highlight important information.*
- **Italics**
  - *Italics may be used to highlight or emphasize certain text, but are not recommended due to reduced readability of onscreen text. Please use italics script only if absolutely necessary.*
- **Underline**
  - *Do not use underline to highlight any text that is not hyperlinked.*
- **Size**
  - *The standard font size is 12px.*

## **Part III – Accessibility Checkpoints**

### Provide a Text Equivalent for Every Non-Text Item

- **Action:** All images must have an alt tag associated with it (<alt="text">). Add an alt tag for every blank and spacer gif. Make sure every navigational image also has an alt tag. Include them for photographs, header images, and separator lines.
- **Example:** 
- **Action:** Make sure that any usage of color to make any distinguishments are also denoted by text

### Provide Abbreviations and Summary for Header Labels

- **Action:** Scan HTML <table> tags that begin the module or section and add an abbreviation tag
- **Action:** Also add a summary tag describing function
- **Example:** <table width="500" border="0" bordercolor="" align="center" cellpadding="0" cellspacing="0" abbr="module\_name" summary="This is the module\_name of application\_x page">

### Provide a Text Equivalent for All Programmed Objects

- **Action:** If a business need exists for programmed objects, please provide a text equivalent. Use the <NOSCRIPT> element for non JavaScript enabled browsers.
- **Example:** <SCRIPT TYPE="text/javascript">  
<!--  
document.write("<|>Right now:</|> " + new Date());  
//-->  
</SCRIPT>  
<NOSCRIPT>  
Check out the current time:  
<A HREF="current time website">currenttime.com</A>  
  
</NOSCRIPT>

### Identify Row and Column Headers

- **Action:** For rows and columns within <table> or <div> tags provide labels.
- **Example:** <TR>  
<TD id="a7" axis="date">25-Aug-97</TD>  
<TD headers="a6 a7 a2">37.74</TD>  
<TD headers="a6 a7 a3">112.00</TD>  
<TD headers="a6 a7 a4">45.00</TD>  
  
<TD></TD></TR>

### Ensure Proper Labeling and Explain Significance in Search Modules, Feature Story Starts, and Header Navigation Buttons

- **Example for Search Modules:** Include name tag, i.e.: <input type="submit" name="Submit" value="Submit">
- **Example for Feature Story or Center Content:** 

- **Example for Header Navigation Buttons:** Add alt and ID tags `<a href="/portal/index.jsp?pageID=eohhs2constituent&L=2&L0=Home&L1=Consumer&sid=Eeohhs2"></a>`

#### ☐ Identify the Target of Each Link

- **Action:** For all HREF tags, add a TITLE tag
- **Example:** `<a href="<%=Globals.CONTENTGEN_EPICENTRICBASE_URL%><%= (String)epiCentricPageMap.get( ""+i) %> <%=appendLevelsToURL(i+1,rec,strSID)%>" title="<%=rec.getValueAt(0,i)%>"><%=rec.getValueAt(0,i)%></a>`
- **Example:** `<a href="#top" title='Top of Page' class='SpecialModuleLink'> Top of Page</a>`

#### ☐ Indicate the Language for Text Reading Device

- **Example:** Within META tags add language. `<META HTTP-EQUIV="Content-Language" CONTENT="en-US">`

- *All references made are to the **Executive Office of Health and Human Services User Experience and Style Guide**. For more accessibility guidelines please consult **Appendix C: Accessibility Guidelines of the EOHHS User Experience and Style Guide**.*

## Part IV – Technical Consideration Checkpoints

### Virtual Gateway Technical Standards

To assist you with the design, the technical standards for the Virtual Gateway have been included below. These standards must be considered when creating an application's technical design.

The Mass.gov standards for the Virtual Gateway run-time environment are as follows:

- **Messaging Server:** IBM WebSphere MQ
- **J2EE Application Server:** BEA WebLogic Application Server 8.1
- **Integration / Data Transformation / Workflow Server:** BEA WebLogic Integrator 8.1
- **Security:** SunOne Identity Management, LDAP User Store
  - **Please see below:** Security Integration
- **Services Registry:** WebLogic UDDI Registry Server
- **Message Administration Console:** IBM WebSphere Message Queue Management and Setup
- **Configuration management:** CVS and CCM scripts

### Security Integration

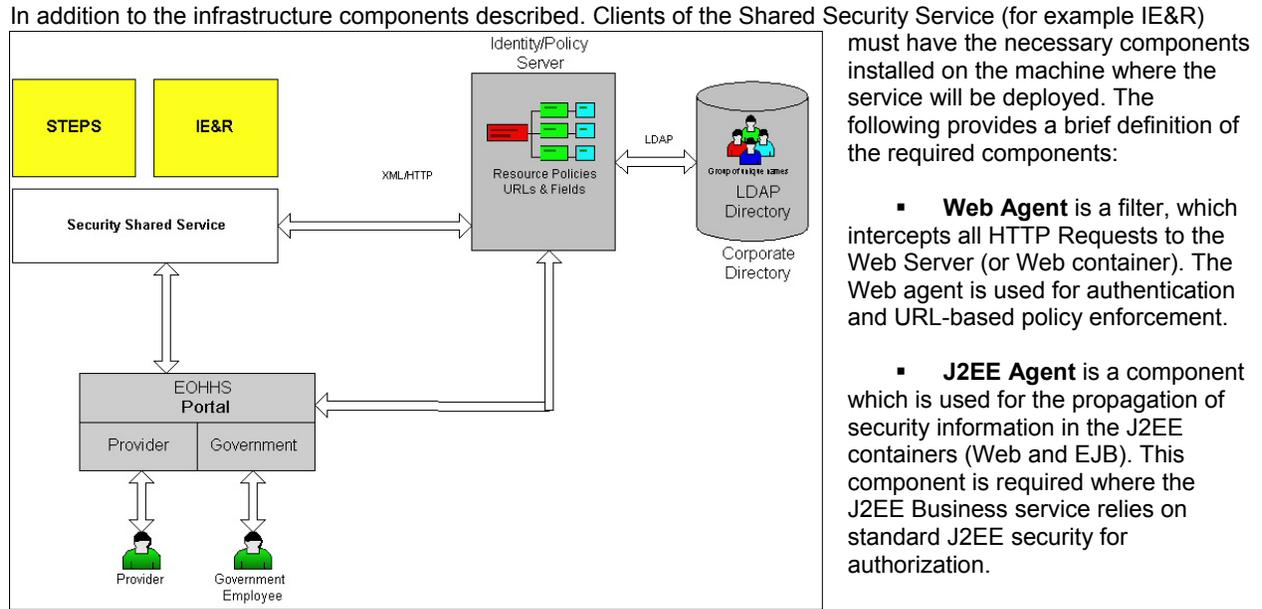
This section provides an overview of the core components and concepts of the Shared Security Service.

#### Security Components

The Shared Security Service has three infrastructure components that play a crucial role in having a fully integrated, reliable and scalable security platform. The following provides a brief definition of each of the components:

- **Portal Server** acts as a gateway to the various business services. The role of the Portal is to provide a single point of authentication where access to various Business services will be controlled by the portal display profiles. Different Business services will be available to users based on their role.
- **Identity Server** provides an interface to Organization, Role, and User management services. It also provides the interface for defining security policies for resources that need to be protected by the security service.
- **Directory Server** is an LDAP implementation of the data store for all user and policy information. Directory server is a scalable database that provides fast access to user account information.

The illustration shows the three infrastructure components; STEPS and IE&R are business services that the infrastructure protects.



The setup of these Agents will be conducted by the Security Service administrators to ensure that correct parameters are configured to have a robust security platform.

### Security Concepts

Users, Roles, Policies and Resources are the core concepts that the clients of security service need to understand before attempting to integrate with it. The following illustration depicts the relationships between Users, Roles, Policies and Resources:

The following describe the entities shown in the illustration above:

- **Organization**
  - Most of the users belong to a single governmental or non-governmental organization, however, in some cases they may belong to more than one organization at the same time.
- **Users**
  - Users of the security solution include commonwealth employees (e.g. Tom smith) and employees of organizations that interact with Commonwealth, these organizations are referred to as 'providers'. Furthermore, users may also include citizens interacting with the Commonwealth. However, please note that from a security perspective; typically, entities that do not require authentication or authorization (for example, citizens reading information about a program) are not considered users of the system as the access is anonymous.
- **Roles**
  - Roles define the functionality that a user may have with respect to one or more services. Examples of roles include 'Intake Worker' and 'Security Administrator'.
- **Resources**
  - Resources are entities that need to be protected through the security solution. Examples of resources include URLs (<http://steps.qa.portal/patientsearch>) or 'Field' names (SSN\_Number). The resources are defined by each service and have meaning within the context of the service.
- **Policies**
  - Policies define the level of access a role may have to a particular resource. Examples of policies include 'ReadOnly', 'FullAccess', 'NoAccess'. A service can define custom policies that have meaning within the context of the service.

The security system provides a way to define and manage the relationships between users, roles and resources and can be used to query this relationship at runtime. Upon receiving the answer from the security system, the service can process the response based on its own business rules. In addition to users, roles, polices and resources the security system can also provide the name and tax id of the organization that employs the user.

The roles shown in the illustration above can be subdivided in the following two categories:

- **Atomic Roles**

- Atomic roles are defined at the service and describe a set of service functionality; examples of atomic roles include 'PatientSearchWorker' and 'SecurityAdministrator'. The atomic roles, policies and resources are defined by the service at the time of deployment through an XML file. This XML file is uploaded to the security system and can only be changed at the next deployment of the service. User cannot be assigned directly to atomic roles.
- **Composite Roles**
  - Composite roles are role sets whose members consist of one or more atomic roles. The composite roles can be defined at runtime and can span multiple services. Users are assigned to composite roles; resources cannot be assigned directly to composite roles. Furthermore, composite roles cannot contain other composite roles. Examples of Composite roles include 'CommonIntakeWorker' and 'SuperUser'.

*The security integration content comes directly from the Security Integrations Requirements Document which can be downloaded from SWIKI. For more information and steps for security integration please refer to the document.*

**\*\*\* END OF PORTAL CHECKLIST \*\*\***

## **APPENDIX B – Use Case Template (Version 1.0)**

### **COMMONWEALTH OF MASSACHUSETTS**

*EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES*

#### **Use Case Template (Version 1.0)**

*[Template version 1.0]*

*[Note: Text (such as that you are reading) enclosed in square brackets and displayed in blue italics (style=DeleteThisCommentary) is included to provide guidance to the author and should be deleted before publishing the document. A paragraph entered following this style will set to the standard document paragraph style.]*

## Use Case Name & Number

*[Use case names are preferably consistent and descriptive in a verb-noun format.]*

*[Use case numbers follow the convention UC-<Project Identifier>-B|O-<Number Identifier> where 'B' is used for a business use case and 'O' for an operational use case e.g. UC-PRJ-B-001]*

*[In the text section for this subheading, briefly convey the purpose of the use case in the context of a business or operations goal. One or two sentences is usually sufficient for this purpose.]*

### Actors

The following actors can initiate the use case:

*[List all actors involved in initiating this use case.]*

- < Actor >
- < Actor >

The following actors provide the system with functionality:

- < Actor >
- < Actor >

### Pre-Conditions

*[Describe any interesting, non-obvious, and relevant conditions that must be present prior to this use case being started.]*

- < Pre-condition >
- < Pre-condition >

### Main Flow of Events

*[Describe the dialog between the actor(s) and the system. Ensure initiation and termination conditions are clear. A use case is initiated either by an actor or by time (e.g., a daemon) which some prefer to model as an actor. Describe what the system does in response to the actor's actions, including a description of data that is exchanged. Bear in mind however that use cases are part of a larger whole: definitions should be in the glossary, and semantic relationships among the data should be specified in the Business Rule Requirements. That information is generally shared across use cases. Information specific to the use case, such as which data items are involved, should be included in the use case.]*

*[The goal is to describe the 'what', not the 'how'. Do NOT start designing the system using use cases; there will be other times and models for that.]*

*[Textual descriptions of flows of events are most common. Lines may be numbered for easy reference from the alternate flows section, although the alternative flows in the next section should reference the main flow and not vice versa (extension points may be defined, if desired, as 'placeholders' which alternative flows can reference). Alternatively or In addition, other notations may be used such as UML activity diagrams. As always, bear in mind that any notation must be understandable by multiple audiences technical and non-technical alike. Screen shots may also be used. However, unless the requirement is to exactly design the screens in the manner illustrated, use screen shots sparingly and clearly state that they are example cases only.]*

### Alternate Flows

*[Isolate some of the flow description from the main flow into separate subheadings under Alternate Flows. Do this to (a) keep the main flow more readable, and (b) easily identify each alternate flow as a distinct 'scenario' to facilitate planning and testing. Each alternate flow represents either (1) a common variant such as create vs. read vs. update vs. delete, (2) a relatively complex but isolatable discussion with respect to the rest of the main flow, or (3) an exceptional condition. When an alternative flow ends, the events of the main flow of events are resumed unless otherwise stated (sometimes the use case will terminate at that point).]*

1. < Alternate Flow >
  - 1.1.
  - 1.2.
2. < Alternate Flow >
  - 2.1.

2.2.

### **Post-Conditions**

*[Describe any interesting, non-obvious, and relevant conditions that are necessarily true after this use case has exited under normal conditions (exceptional terminations may invalidate and post conditions). Exclude implementation issues such as 'the system stores the xxx record'.]*

- < Post-condition >
- < Post-condition >

### **Screen Shots**

### **Service Level Requirements**

*[Describe any service level requirements specific to this use case. Examples include specific usability, reliability, or performance issues related to this use case, or compatibility or design constraints specific to this use case. An occasional screen shot can be included as well, although if for any reason there are many screen shots these may be put under a separate level 4 subheading consistently across all use cases.]*

- < Service Level Requirement >
- < Service Level Requirement >

## APPENDIX C – ACCESSIBILITY GUIDELINES

### EOHHS Accessibility Requirements Checklist

*This checklist is meant as a quick reference tool for web developers to help ensure that all content adheres to the new accessibility requirements. This list is meant as a complement to the standards, not a substitute for the standards.*

#### Layout & Design

- 1) Are HTML tags used properly?
- 2) Is content provided in HTML only whenever possible?
- 3) Are Cascading Style Sheets used to control presentation, whenever possible?
- 4) Is your page readable when style sheets are turned off?
- 5) Is the use of frames being avoided, whenever possible?
- 6) If frames are used, are they labeled properly?
- 7) Are redundant text links provided for each active region of a server-side image map?
- 8) Are client-side image maps provided instead of server-side image maps?
- 9) Are row and column headers identified for all data tables?
- 10) Is proper mark-up used to associate column and header cells in data tables with two or more logical levels?

#### Graphics & Sound

- 11) Does every picture, graphic or non-text element - including purely decorative elements - have a text alternative associated with it that describes the object?
- 12) Do multi-media presentations (taped and live) include synchronized closed-caption descriptions of the visual track?
- 13) Are text-equivalent versions of audio files provided?
- 14) Are images optimized?
- 15) Is information conveyed by other means than just color, and do color combinations provide sufficient contrast?
- 16) Is the use of animation integral to the site, user-controlled, and limited to three cycles?
- 17) Is page flicker restricted to a frequency greater than 2 Hz and lower than 55 Hz?

#### Navigation

- 18) Is navigation clear and consistent from page-to-page?
- 19) Are users able to skip repetitive navigation links?
- 20) Are users able to interact with the browsers in a device-independent manner?

#### Scripts, Applets, Forms & Other Programmed Objects

- 21) Are web pages containing scripts, applets and other programmed objects useable even if the programmed objects are turned off?
- 22) Are PDF files produced in the latest version of Adobe Acrobat in accordance with the software's accessibility guidelines? Have the PDF documents also been provided in their original format as well?
- 23) Is all of the information contained in a script identified with functional text that can be read by assistive technology?
- 24) Do all pages that require applets, plug-ins or other applications provide a link to accessible resources so users can access these technologies?
- 25) Are electronic forms designed so they can be used with assistive technologies?
- 26) Are users alerted and given sufficient time to answer questions with timed responses?



## APPENDIX D – CASCADING STYLE SHEETS

*(Updated with accessibility enhancements on April 22, 2005)*

### ❖ Alert Cascading Style Sheet

```
/* CSS Document */
```

```
.alert {  
    position:relative;  
    width:360px;  
    height:auto;  
    border: 1px solid #FF0033;  
    margin: 0px 0px 5px;  
    padding-bottom: 5px;  
    padding-top: 0px;  
    padding-left: 0px;  
    padding-right: 0px;  
    clear:both;  
    font-size:small;  
  
}  
  
.alertImage {  
float:left;  
width:90px;  
height:90px;  
background-image: url(/CommonImages/images/alerts/triangle-logo.gif);  
background-repeat:no-repeat;  
background-position:center;  
  
}  
  
.alertText {  
float:left;  
width:265px;  
height:auto;  
padding:0px 0px 0px 5px;  
font-family:Verdana, Arial, Helvetica, sans-serif;  
font-size:80%;  
  
}  
  
.alertText a { color:#003399;}  
.alertText a:hover { color:#FF9900;}  
  
.alertHead {  
    width:100%;
```

```
        height:auto;
        line-height:small;
padding-left:1.8em;
        padding-bottom: 0px;
        padding-top: 0px;
        padding-right: 0px;
        margin:0px 0px 5px 0px;
        background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
        background-color:#E79A42;
        font-family: Arial, Helvetica, sans-serif;
        font-size:small;
        color:#636563;
        font-weight:bold;
    }
```

```
body .alertHead {width:auto;}
```

```
.alertWeather {
    position:relative;
    width:360px;
    height:auto;
    border: 1px solid #FF0033;
    margin: 0px 0px 5px;
    padding-bottom: 5px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    clear:both;
}
```

```
.alertWeatherImage {
float:left;
width:90px;
height:90px;
background-image: url(/CommonImages/images/alerts/WeatherAlert.gif);
background-repeat:no-repeat;
background-position:center;
}
```

```
.alertWeatherText {
float:left;
width:265px;
height:auto;
padding:0px 0px 0px 5px;
}
```

```
font-family:Verdana, Arial, Helvetica, sans-serif;
font-size:x-small;

}
```

```
.alertWeatherText a { color:#003399;}
.alertWeatherText a:hover { color:#FF9900;}
```

```
.alertWeatherHead {
    width:100%;
    height:auto;
    line-height:small;
padding-left:1.8em;
padding-bottom: 0px;
padding-top: 0px;
padding-right: 0px;
margin:0px 0px 5px 0px;
background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#E79A42;
font-family: Arial, Helvetica, sans-serif;
font-size:x-small;
color:#636563;
font-weight:bold;

}
```

```
body .alertWeatherHead {width:auto;}
```

```
.alertAmber {
    position:relative;
    width:360px;
    height:auto;
    border: 1px solid #FF0033;
    margin: 0px 0px 5px;
    padding-bottom: 5px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    clear:both;

}
```

```
.alertAmberImage {
float:left;
width:90px;
height:90px;
background-image: url(/CommonImages/images/alerts/amberAlertLogo_Master.gif);
background-repeat:no-repeat;
```

```
background-position:center;

}

.alertAmberText {
float:left;
width:265px;
height:auto;
padding:0px 0px 0px 5px;
font-family:Verdana, Arial, Helvetica, sans-serif;
font-size:x-small;

}

.alertAmberText a { color:#003399;}
.alertAmberText a:hover { color:#FF9900;}

.alertAmberHead {
    width:100%;
    height:auto;
    line-height:small;
padding-left:1.8em;
padding-bottom: 0px;
padding-top: 0px;
padding-right: 0px;
margin:0px 0px 5px 0px;
background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#E79A42;
font-family: Arial, Helvetica, sans-serif;
font-size:x-small;
color:#636563;
font-weight:bold;

}

body .alertAmberHead {width:auto;}

.alertMore{
    font-family:Verdana, Arial, Helvetica, sans-serif;
    font-size:80%;
    color:#000000;
    border-top:5px solid #FF9900;
    border-bottom:5px solid #FF9900;
    padding:0px 0px 0px 0px;
}

.alertMoreTitle h2{
    font-family:Verdana, Arial, Helvetica, sans-serif;
    font-size: x-large;
    color:#FF0000;
```

```
padding:0px 0px 0px 0px;  
margin:0px 0px 0px 0px;  
}
```

**\*\*\* END OF ALERT CSS \*\*\***

## ❖ Center Content Style Sheet

/\* CSS Document \*/

```
.centerColumnContainer {  
    position: relative;  
    width: 496px;  
    height: auto;  
    border: solid 1px #FFFFFF;  
  
}
```

```
}
```

```
.centerColumn {  
    float:left;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    width:238px;  
    padding:0px 0px 0px 0px;  
    margin:0px 0px 0px 0px;  
    font-size:small;  
  
}
```

```
}
```

```
.centerColumn h3 {  
  
    color: #003399;  
    font-weight:bold;  
    padding:0px 0px 0px 0px;  
    margin:10px 0px 0px 0px;  
    font-size:small;  
  
}
```

```
}
```

```
.centerColumn h3 a:link{color: #003399;}  
.centerColumn h3 a:active{color: #003399;}  
.centerColumn h3 a:visited{color: #003399;}  
.centerColumn h3 a:hover{color: #003399;}
```

```
.centerColumn ul {  
padding:0px 0px 0px 0px;  
margin:0px 0px 0px 0px;  
  
}
```

```
}
```

```
.centerColumn li {color: #003399; display:inline;}  
.centerColumn li a:link{color: #003399;}  
.centerColumn li a:active{color: #FF9900;}  
.centerColumn li a:visited{color: #003399;}  
.centerColumn li a:hover{color: #FF9900;}
```

```
.centerSpacer{  
float:left;  
width:20px;  
height:100%;  
  
}
```

```
}

/*****/
.centerColumnContainer2 {
    position: relative;
    width: 356;
    height: auto;
    border: solid 1px #FFFFFF;
}

.centerColumn2 {
    float:left;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    width:168px;
    padding:0px 0px 0px 0px;
    margin:0px 0px 0px 0px;
    font-size:small;
}

.centerColumn2 h3 {
    color: #003399;
    font-weight:bold;
    padding:0px 0px 0px 0px;
    margin:10px 0px 0px 0px;
    font-size:small;
}

.centerColumn2 h3 a:link{color: #003399;}
.centerColumn2 h3 a:active{color: #003399;}
.centerColumn2 h3 a:visited{color: #003399;}
.centerColumn2 h3 a:hover{color: #003399;}
.centerColumn2 ul {
padding:0px 0px 0px 0px;
margin:0px 0px 0px 0px;
}
.centerColumn2 li {color: #003399; display:inline;}
.centerColumn2 li a:link{color: #003399;}
.centerColumn2 li a:active{color: #FF9900;}
.centerColumn2 li a:visited{color: #003399;}
.centerColumn2 li a:hover{color: #FF9900;}
.centerSpacer2{
float:left;
width:20px;
height:100%;
}

/*****/
.centerColumnList{
padding:0px 0px 0px 0px;
```

```
margin:0px 0px 0px 0px;
width:500px;

}
.centerColumnList h2 {
font-family: Arial, Helvetica, Verdana, sans-serif;
font-weight: bold;
font-size: medium;
color: #636163;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 25px;
}
.centerColumnListSubHead{
font-family: Arial, Helvetica, Verdana, sans-serif;
color: #636163;
font-size: small;
margin:0px 0px 0px 25px;
}
.centerColumnListHR {
background-color:#FFFFFF;
border-bottom:1px solid #77A7D7;
width:510px;
height:1px;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 0px;
font-size: 0px;
}
.centerColumnList ul {
padding:0px 0px 0px 0px;
margin:0px 0px 0px 40px;

}
.centerColumnList li {
clear:both;
color: #636163;
font-size: small;
font-family: Arial, Helvetica, Verdana, sans-serif;
list-style-image: url(/CommonImages/images/navigation/large_blue_bullet.gif);
padding:0px 0px 0px 0px;
margin:20px 0px 0px 0px;
}
.centerColumnList li a:link{color: #003399; font-weight:bold;}
.centerColumnList li a:active{color: #FF9900; font-weight:bold;}
.centerColumnList li a:visited{color: #003399; font-weight:bold;}
.centerColumnList li a:hover{color: #FF9900; font-weight:bold;}

/*****/
.centerColumnListShort{
```

```
padding:0px 0px 0px 0px;
margin:0px 0px 0px 15px;
width:350px;
}
.centerColumnListShortImage{
margin:5px 5px 5px 0px;
float:left;

}

.centerColumnListHRShort {
background-color:#FFFFFF;
border-bottom:1px solid #77A7D7;
width:350px;
height:1px;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 0px;
font-size: 0px;
}
.centerColumnListShort h2 {
font-family: Arial, Helvetica, Verdana, sans-serif;
font-weight: bold;
font-size: medium;
color: #636163;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 25px;
}

.centerColumnListShort ul {
padding:0px 0px 0px 0px;
margin:0px 0px 0px 40px;

}

.centerColumnListShort li {
clear:both;
color: #636163;
font-size: small;
font-family: Arial, Helvetica, Verdana, sans-serif;
list-style-image: url(/CommonImages/images/navigation/large_blue_bullet.gif);
padding:0px 0px 0px 0px;
margin:20px 0px 0px 0px;
}

.centerColumnListShort li a:link{color: #003399; font-weight:bold;}
.centerColumnListShort li a:active{color: #FF9900; font-weight:bold;}
.centerColumnListShort li a:visited{color: #003399; font-weight:bold;}
.centerColumnListShort li a:hover{color: #FF9900; font-weight:bold;}
/*****/
```

```
.centerColumnListNoBullet{
padding:0px 0px 0px 0px;
margin:0px 0px 0px 25px;
width:525px;
}
.centerColumnListNoBullet h2 {
font-family: Arial, Helvetica, Verdana, sans-serif;
font-weight: bold;
font-size: medium;
color: #636163;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 25px;
}

.centerColumnListNoBullet ul {
padding:0px 0px 0px 0px;
margin:0px 0px 0px 40px;
}
.centerColumnListNoBullet li {
color: #636163;
font-size: small;
font-family: Arial, Helvetica, Verdana, sans-serif;
list-style-type:none;
padding:0px 0px 0px 0px;
margin:10px 0px 0px 0px;
}
.centerColumnListNoBullet li a:link{color: #003399; font-weight:normal;}
.centerColumnListNoBullet li a:active{color: #FF9900; font-weight:normal;}
.centerColumnListNoBullet li a:visited{color: #003399; font-weight:normal;}
.centerColumnListNoBullet li a:hover{color: #FF9900; font-weight:normal;}

/*****/

/* CSS Document */

.featureStory{
font-family: Arial, Helvetica, Verdana, sans-serif;
color:#666666;
font-size:small;
font-weight:normal;
}
.featureStory h1{
font-family: Arial, Helvetica, Verdana, sans-serif;
color:#666666;
font-size:large;
font-weight:bold;
```

```
margin:0px 0px 0px 0px;
}
.featureStory h2{
font-family: Arial, Helvetica, Verdana, sans-serif;
color:#666666;
font-size:medium;
font-weight:bold;
margin:0px 0px 0px 0px;
}
.featureStory h3{
font-family: Arial, Helvetica, Verdana, sans-serif;
color:#666666;
font-size:small;
font-weight:bold;
margin:0px 0px 0px 0px;
}
.featureStory h4{
font-family: Arial, Helvetica, Verdana, sans-serif;
color:#666666;
font-size:small;
font-weight:bold;
margin:0px 0px 0px 0px;
}
.featureStory h5{
font-family: Arial, Helvetica, Verdana, sans-serif;
color:#666666;
font-size:small;
font-weight:normal;
margin:0px 0px 0px 0px;
}
.featureStory h6{
font-family: Arial, Helvetica, Verdana, sans-serif;
color:#666666;
font-size:x-small;
font-weight:normal;
margin:0px 0px 0px 0px;
}
.mediaTypes {
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: x-small;
    color: #636563;
    background-color: #E7E7E7;
}

.featureStory a:link {color: #003399;font-size: small;}
.featureStory a:active {color: #003399;font-size: small;}
.featureStory a:visited {color: #003399;font-size: small;}
.featureStory a:hover {color: #FF9900;font-size: small;}
```

```
/******  
.siteMap{  
position:relative;  
width:525px;  
font-family:Arial, Helvetica, Verdana, sans-serif;  
font-size:small;  
color:#003399;  
background-color:#ffffff;  
}  
.siteMap a:link {color: #003399;font-size: small;}  
.siteMap a:active {color: #003399;font-size: small;}  
.siteMap a:visited {color: #003399;font-size: small;}  
.siteMap a:hover {color: #FF9900;font-size: small;}  
  
.siteMapCol1{float:left;}  
.siteMapCol2{float:right;}  
  
.siteMapCell1{  
position:relative;  
width:263px;  
}  
.siteMapCell2{  
position:relative;  
width:262px;  
}  
.siteMap ul{  
list-style-type:none;  
}  
.siteMap li a:link {color: #003399;font-size: x-small;}  
.siteMap li a:active {color: #003399;font-size: x-small;}  
.siteMap li a:visited {color: #003399;font-size: x-small;}  
.siteMap li a:hover {color: #FF9900;font-size: x-small;}  
.siteMapHead{  
font-size:x-small;  
font-weight:bold;  
}  
  
.siteMapHR{  
position:relative;  
width:100%;  
border-bottom:3px solid #73A6D5;  
margin:0px 0px 25px 0px;  
font-family:Arial, Helvetica, Verdana, sans-serif;  
font-size:small;  
color:#636163;  
font-weight:bold;  
text-indent:20px;
```

```
}

/*****/
/*Delete this when this as soon as possible*/
.temporary {
font-family: Arial, Helvetica, Verdana, sans-serif;
font-weight: bold;
font-size: medium;
color: #636163;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 0px;
}

/*****/
.wysiwygContainer{
position:relative;
height:auto;
width:540px;
}

.wysiwygContainerTitle h1{
position:relative;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-weight: bold;
font-size: medium;
color: #636163;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 0px;
}

.wysiwygContainerTitle h2{
position:relative;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-weight: bold;
font-size: small;
color: #636163;
padding:0px 0px 0px 0px;
margin:0px 0px 0px 0px;
}

.wysiwygContainerHR{
position:relative;
width:540px;
border-bottom:1px solid #73A6D5;
margin:0px 0px 8px 0px;
font-size:0px;
color:#636163;
}
}
```

**\*\*\* END OF CENTER CONTENT CSS \*\*\***

## ❖ Headers Style Sheet

```
/* CSS Document */
.header{
    position:relative;
    height:70px;
    width:760px;
    background-color:#EFEFF7;
    margin:0px 0px 0px 0px;
    padding:0px 0px 0px 0px;
    top:0px;
}
.headerLogo{
    position:absolute;
    left:0px;
    top:0px;
    width:196px;
    height:69px;
}
.headerSeal{
    position:absolute;
    right:0px;
    top:0px;
    width:33px;
    height:37px;
    background-image:url(/CommonImages/images/navigation/state_seal.gif);
    background-repeat:no-repeat;
    margin-right:9px;
    margin-top:1px;
}
.headerBottom{
    position:absolute;
    bottom:0px;
    left:0px;
    width:100%;
    height:31px;
    background-image:url(/CommonImages/images/navigation/header_empty.gif);
}
.headerDate{
    position:absolute;
    left:4px;
    color:#CFCDCE;
    font-family:Verdana, Arial, Helvetica, sans-serif;
    font-size:11px;
    top:46px;
}
.headerButtonContainer{
    position:relative;
```

```
margin-left:210px;
margin-top:1px;
width:auto;
clear: both;
display:block;

}
.headerButton{
float:left;
width:auto;
height:21px;
background-color:#395A79;
padding:0px 0px 0px 0px;
background-image:url(/CommonImages/images/navigation/headerCorner.gif);
background-repeat:no-repeat;
background-position:left;
font-family:Verdana, Arial, Helvetica, sans-serif;
font-size:10px;
color:#FFFFFF;
font-weight:bold;
text-transform:uppercase;
letter-spacing:0px;
line-height:21px;

}
.headerButton a {
font-family:Verdana, Arial, Helvetica, sans-serif;
font-size:10px;
color:#FFFFFF;
font-weight:bold;
text-transform:uppercase;
letter-spacing:0px;
background-color:#395A79;
line-height:21px;
text-decoration:none;
padding:0px 0px 0px 0px;
}
body .headerButton a {width:auto;}
.headerButton a: hover {
display:block;
font-family:Verdana, Arial, Helvetica, sans-serif;
font-size:10px;
color:#FFFFFF;
font-weight:bold;
text-transform:uppercase;
letter-spacing:0px;
background-color:#80A7CE;
line-height:21px;
```

```
padding:0px 0px 0px 0px;

}
.headerButtonOn{
    float:left;
    width:auto;
    height:21px;
    background-color:#80A7CE;
    padding:0px 0px 0px 0px;
    background-image:url(/CommonImages/images/navigation/headerCorner.gif);
    background-repeat:no-repeat;
    background-position:left;
    font-family:Verdana, Arial, Helvetica, sans-serif;
    font-size:10px;
    color:#FFFFFF;
    font-weight:bold;
    text-transform:uppercase;
    letter-spacing:0px;
    padding:0px 10px 0px 10px;
    line-height:21px;

}

```

```
.headerButtonWhite{
    float:left;
    right:0px;
    width:1px;
    height:21px;;
    background-color:#FFFFFF;
}
.header ul{
position:absolute;
left:370px;
top:10px;
padding-top:0px;
margin-top:0px;
}
.header li{
    display:inline;
    font-family:Verdana, Arial, Helvetica, sans-serif;
    font-size:11px;
    text-decoration:underline;
    color:#395A79;
    padding-left:35px;
}
.header li a:link{color:#395A79;text-decoration:underline;}
.header li a:active{color:#395A79;text-decoration:underline;}

```

```
.header li a:visited{color:#395A79;text-decoration:underline;}
.header li a:hover{color:#FF9900;text-decoration:underline;}
.headerBottom2{
position:absolute;
bottom:0px;
left:0px;
width:100%;
height:31px;
background-image:url(/CommonImages/images/navigation/header_empty.gif);
}
.headerButtonContainer2{
    position:absolute;
    margin:-3px 0px 0px 0px;
    padding:0px 0px 0px 0px;
    left:0px;
    width:760px;
    text-align:right;
}
}
.headerButtonContainer2 ul{
    position:relative;
    left:0px;
    margin:0px 5px 0px 0px;
    padding:0px 0px 0px 0px;
}
.headerButtonContainer2 li{
    display:inline;
    font-family:Verdana, Arial, Helvetica, sans-serif;
    font-size: 11px;
    color: #CECFCE;
    margin:0px 0px 0px 0px;
    padding:0px 0px 0px 30px;
}
}
.headerButtonContainer2 li a:link{color:#CECFCE;text-decoration:none;}
.headerButtonContainer2 li a:active{color:#CECFCE;text-decoration:none;}
.headerButtonContainer2 li a:visited{color:#CECFCE;text-decoration:none;}
.headerButtonContainer2 li a:hover{color:#CECFCE;text-decoration:none;}
.headerButtonUnderline{text-decoration:none;width:auto;}
.headerButtonUnderline a:hover {text-decoration:none;width:auto;}
.headerLinks{
position:relative;
width:760px;
margin:0px 0px 0px 0px;
padding:0px 0px 0px 0px;
```

```
}
.headerLinks ul{
float:right;
display:inline;
margin:0px 0px 0px 0px;
padding:0px 0px 0px 0px;
}
.headerLinks li {
margin:0px 0px 0px 7px;
padding:0px 0px 0px 0px;
display:inline;
}
.headerLinks li a {
    FONT-WEIGHT: bold;
    FONT-SIZE: 11px;
    COLOR: #003399;
    FONT-FAMILY:Verdana, Arial, Helvetica, sans-serif;
}
.headerLinks li a:hover {
    FONT-WEIGHT: bold;
    FONT-SIZE: 11px;
    COLOR: #ff9900;
    FONT-FAMILY:Verdana, Arial, Helvetica, sans-serif;
}
/*****/
.headerLogo2{
    position:absolute;
    right:0px;
    top:0px;
    width:150px;
    height:39px;
    background-image: url(/CommonImages/images/navigation/massgov_logo.jpg);
}
.headerTitle2{
    color: #00659C;
    font-family:Verdana, Arial, Helvetica, sans-serif;
    font-size: 20px;
    text-decoration: none;
    margin:0px 0px 0px 11px;
    padding:8px 0px 0px 0px;
}
.headerTitle2 a:link{color:#00659C; text-decoration:none;}
.headerTitle2 a:active{color:#00659C;text-decoration:none;}
.headerTitle2 a:visited{color:#00659C;text-decoration:none;}
.headerTitle2 a:hover{color:#00659C;text-decoration:none;}
.headerLinks{
}
/*****/
.footer{
```

```
        position:relative;
        height:30px;
        margin:10px 0px 10px 0px;
        width:760px;
        background-color:#ADBECE;
        font-family:Verdana, Arial, Helvetica, sans-serif;
        font-size: x-small;
        color: #636563;
    }
.footer a:link    {
        font-family:Verdana, Arial, Helvetica, sans-serif;
        font-size: x-small;
        color: #636563;
    }
.footer a:visited {
        font-family:Verdana, Arial, Helvetica, sans-serif;
        font-size: x-small;
        color: #636563;
    }
.footer a:active  {
        font-family:Verdana, Arial, Helvetica, sans-serif;
        font-size: x-small;
        color: #FF9900;
    }
.footer a:hover   {
        font-family:Verdana, Arial, Helvetica, sans-serif;
        font-size: x-small;
        color: #FF9900;
    }
.footerCopy{
        position:relative;
        margin-left:30px;
        top:10px;
    }
.footerLinks{
float:right;
right:0px;
top:10px;
}
.footerLink{
        position:relative;
        margin-right:10px;
    }
}
```

**\*\*\* END OF HEADERS CSS \*\*\***

## ❖ Link Modules Relative Style Sheet

```
/* CSS Document */
```

```
/* Mid Col Module
```

```
1a      CBFIOrangeStyleHome      mod1a      Dark orange header mod1a h1 Triangle Icon      mod1a h1 a      Lrg  
Square Bullets      mod1a ul, li      2      "1_of_mod1a_2
```

```
2_of_mod1a_2"      none      mod1a_more      Light orange background      Conduct Buz,Find Info      Conduct  
Buz,Find Info
```

```
*/
```

```
.mod1a {  
    position: relative;  
    width: 360px;  
    height:auto;  
    background-color: #FFF3DE;  
    margin: 0px 0px 5px;  
    padding-bottom: 5px;  
    padding-top: 0px;  
    padding-left: 0px;  
    padding-right: 0px;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size:small;  
    border: 0px solid #D6DBEF;  
    clear: both;
```

```
}
```

```
.mod1a h2 {  
font-size:0px;  
padding:0px;  
margin:0px;
```

```
}
```

```
.mod1aNRO {  
    position:relative;  
    top:-1px;  
width:360px;  
    height:auto;  
    line-height:16px;  
padding-left:1.8em;
```

```
padding-bottom: 0px;
padding-top: 0px;
padding-right: 0px;
background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#E79A42;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size: 11px;
color:#636563;

}
body .mod1aNRO {width:auto;}

.mod1aRO {
width:100%;
height:auto;
line-height:16px;
background-color:#E79A42;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size: 11px;
padding:0;
color:#636563;

}

.mod1aRO a {
display:block;
margin:0;
width:100%;
height:auto;
line-height: 16px;
background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#E79A42;
padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
}

body .mod1aRO a {width:auto;}

.mod1aRO a:link{color:#636563; font-size: 11px;}
.mod1aRO a:active{color:#636563; font-size: 11px;}
.mod1aRO a:visited{color:#636563; font-size: 11px;}

.mod1aRO a:hover {
background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
background-color:#EFEFF7;
color:#636563;
```

```
}
```

```
.mod1a ul {  
    margin-left: 0px;  
    padding-left: 25px;  
    padding-right: 5px;  
    margin-top: 3px;
```

```
}
```

```
.mod1a li {  
    list-style: square url(/CommonImages/images/navigation/large_blue_bullet.gif) outside;  
    padding-top: 3px;  
    margin-right: 0px;  
    margin-left: 0px;
```

```
}
```

```
.mod1a li a:link    {color: #003399;font-size: 80%;}  
.mod1a li a:active  {color: #FF9900;font-size: 80%;}  
.mod1a li a:visited {color: #003399;font-size: 80%;}  
.mod1a li a:hover   {color: #FF9900;font-size: 80%;}
```

```
.mod1a_1_of_2 {  
    position: relative;  
    width: 165px;  
    margin: 0px;  
    float: left;  
    padding: 0px;
```

```
}
```

```
.mod1a_2_of_2 {  
    margin: 0px;  
    float: left;  
    padding: 0px;  
    width: 165px;
```

```
}
```

```
.mod1a_1_of_2 ul {  
    margin-left: 0px;  
    padding-left: 25px;  
    padding-right: 5px;  
    margin-top: 3px;  
    margin-bottom: 5px;
```

```
}

.mod1a_1_of_2 li {
    list-style: square url(/CommonImages/images/navigation/large_blue_bullet.gif) outside;
    padding-top: 3px;
    margin-right: 0px;
    margin-left: 0px;
}

.mod1a_2_of_2 ul {
    margin-left: 0px;
    padding-left: 25px;
    padding-right: 5px;
    margin-top: 3px;
}

.mod1a_2_of_2 li {
    list-style: square url(/CommonImages/images/navigation/large_blue_bullet.gif) outside;
    padding-top: 3px;
    margin-right: 0px;
    margin-left: 0px;
}

.mod1a_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}

.mod1a_more_bottom a:link {color: #003399;font-size: 80%;}
.mod1a_more_bottom a:active {color: #003399;font-size: 80%;}
.mod1a_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod1a_more_bottom a:hover {color: #FF9900;font-size: 80%;}

.mod1a_more {
    color: #636563;
    padding: 0px;
    position: absolute;
    margin: 0px 0px 0px 0px;
    left: 327px;
    font: 11px Arial, Helvetica, Verdana, sans-serif;
}
```

```
.mod1a_more a:link {
    color: #003399;
    font-size: 11px;
}

.mod1a_more a:active    {
    color: #FF9900;
    font-size: 11px;
}

.mod1a_more a:visited  {
    color: #003399;
    font-size: 11px;
}

.mod1a_more a:hover    {
    color: #FF9900;
    font-size: 11px;
}

/* Mid Col Module
1b      CBFIOrangeStyleConsti    mod1b    Dark orange header mod1b h1 Triangle Icon    mod1b h1 a    Lrg
Square Bullets    mod1b ul, li    3    "1_of_mod1b_3
2_of_mod1b_3
3_of_mod1b_3"    none    mod1b_more    Light orange background
*/

.mod1b {
    position: relative;
    width: 500px;
    height:auto;
    background-color: #FFF3DE;
    margin: 0px 0px 5px;
    padding-bottom: 5px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border: 0px solid #D6DBEF;
    clear: both;
}

.mod1b h2 {
font-size:0px;
padding:0px;
margin:0px;
```

```
}  
  
.mod1bNRO {  
    position:relative;  
    top:-1px;  
width:500px;  
    height:auto;  
    line-height:16px;  
padding-left:1.8em;  
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
    background-color:#E79A42;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
    color:#636563;  
}  
body .mod1bNRO {width:auto;}
```

```
.mod1bRO {  
width:100%;  
    height:auto;  
    line-height:16px;  
background-color:#E79A42;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
padding:0;  
    color:#636563;  
}  
}
```

```
.mod1bRO a {  
display:block;  
margin:0;  
width:100%;  
    height:auto;  
    line-height:16px;  
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
background-color:#E79A42;  
    padding-left:1.8em;  
font-size: 11px;  
color: #636563;  
text-decoration:underline;  
}  
}
```

```
body .mod1bRO a {width:auto;}  
.mod1bRO a:link{color:#636563; font-size: 11px;}  
.mod1bRO a:active{color:#636563; font-size: 11px;}  
.mod1bRO a:visited{color:#636563; font-size: 11px;}  
.mod1bRO a:hover {
```

```
background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
background-color:#EFEFF7;
color:#636563;
}
```

```
.mod1b ul {
margin-left: 0px;
padding-left: 25px;
padding-right: 5px;
margin-top: 3px;
margin-bottom:5px;
}
```

```
.mod1b li {
list-style: square url(/CommonImages/images/navigation/large_blue_bullet.gif) outside;
padding-top: 3px;
margin-right: 0px;
margin-left: 0px;
}
```

```
.mod1b li a:link {color: #003399;font-size: 80%;}
.mod1b li a:active {color: #FF9900;font-size: 80%;}
.mod1b li a:visited {color: #003399;font-size: 80%;}
.mod1b li a:hover {color: #FF9900;font-size: 80%;}
```

```
.mod1b_1_of_3 {
width: 155px;
margin: 0px;
float: left;
position: relative;
padding: 0px;
}
```

```
.mod1b_2_of_3 {
margin: 0px;
float: left;
padding: 0px;
position: relative;
width: 155px;
}
```

```
.mod1b_3_of_3 {
margin: 0px;
float: left;
padding: 0px;
}
```

```
        width: 155px;
    }

.mod1b_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}

.mod1b_more_bottom a:link {color: #003399;font-size: 80%;}
.mod1b_more_bottom a:active {color: #003399;font-size: 80%;}
.mod1b_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod1b_more_bottom a:hover {color: #FF9900;font-size: 80%;}

.mod1b_more {
    color: #636563;
    padding: 0px;
    position: absolute;
    margin: 0px 0px 0px 0px;
    left: 327px;
    font: 11px Arial, Helvetica, Verdana, sans-serif;
}

.mod1b_more a:link {
    color: #003399;
    font-size: 11px;
}

.mod1b_more a:active    {
    color: #FF9900;
    font-size: 11px;
}

.mod1b_more a:visited    {
    color: #003399;
    font-size: 11px;
}

.mod1b_more a:hover    {
    color: #FF9900;
    font-size: 11px;
}

/* Right Col Module
1c      CBFIOrangeStyleConsti    mod1c    Dark orange headermod1c h1Triangle Icon    mod1c h1 a    Lrg
Square Bullets    mod1c ul, li    3    "1_of_mod1c_3
2_of_mod1c_3
```

3\_of\_mod1c\_3" none mod1c\_more Light orange background

\*/

```
.mod1c {  
    position: relative;  
    width: 171px;  
    height:auto;  
    background-color: #FFF3DE;  
    margin: 0px 0px 5px;  
    padding-bottom: 5px;  
    padding-top: 0px;  
    padding-left: 0px;  
    padding-right: 0px;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size:small;  
    border: 0px solid #D6DBEF;  
    clear: both;
```

```
}
```

```
.mod1c h2 {  
font-size:0px;  
padding:0px;  
margin:0px;
```

```
}
```

```
.mod1cNRO {  
    position:relative;  
    top:-1px;  
width:171px;  
    height:auto;  
    line-height:16px;  
padding-left:1.8em;  
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
    background-color:#E79A42;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
color:#636563;
```

```
}
```

```
body .mod1cNRO {width:auto;}
```

```
.mod1cRO {  
width:100%;  
    height:auto;  
    line-height:16px;  
color:#636563;  
background-color:#E79A42;
```

```
        font-family: Arial, Helvetica, Verdana, sans-serif;
        font-size: 11px;
padding:0;
        color:#636563;
}

.mod1cRO a {
        color: #636563;
display:block;
margin:0;
width:100%;
        height:auto;
        line-height:16px;
        background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#E79A42;
        padding-left:1.8em;
font-size: 11px;
text-decoration:underline;
}

body .mod1cRO a {width:auto;}
.mod1cRO a:link{color:#636563; font-size: 11px;}
.mod1cRO a:active{color:#636563; font-size: 11px;}
.mod1cRO a:visited{color:#636563; font-size: 11px;}
.mod1cRO a:hover {
        background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
background-color:#EFEFF7;
        color:#636563;
}

.mod1c ul {
        margin-left: 0px;
padding-left: 25px;
padding-right: 5px;
margin-top: 3px;
margin-bottom:5px;
}

.mod1c li {
        list-style: square url(/CommonImages/images/navigation/small_blue_bullet.gif) outside;
padding-top: 3px;
margin-right: 0px;
margin-left: 0px;
}
```

```
.mod1c li a:link {color: #003399;font-size: 80%;}
.mod1c li a:active {color: #FF9900;font-size: 80%;}
.mod1c li a:visited {color: #003399;font-size: 80%;}
.mod1c li a:hover {color: #FF9900;font-size: 80%;}

.mod1c_1_of_1 {
    position: relative;
    width: 165px;
    margin: 0px;
    float: left;
    padding: 0px;
}

.mod1c_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}

.mod1c_more_bottom a:link {color: #003399;font-size: 80%;}
.mod1c_more_bottom a:active {color: #003399;font-size: 80%;}
.mod1c_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod1c_more_bottom a:hover {color: #FF9900;font-size: 80%;}

.mod1c_more {
    color: #636563;
    padding: 0px;
    position: absolute;
    margin: 0px 0px 0px 0px;
    left: 327px;
    font: 11px Arial, Helvetica, Verdana, sans-serif;
}

.mod1c_more a:link {
    color: #003399;
    font-size: 11px;
}

.mod1c_more a:active {
    color: #FF9900;
    font-size: 11px;
}

.mod1c_more a:visited {
    color: #003399;
    font-size: 11px;
}
```

```
}

.mod1c_more a:hover {
    color: #FF9900;
    font-size: 11px;
}

/* Right Col Module
1c      CBFIOrangeStyleConsti    mod1d    Dark orange header mod1d h1 Triangle Icon    mod1d h1 a    Lrg
Square Bullets    mod1d ul, li    3    "1_of_mod1d_3
2_of_mod1d_3
3_of_mod1d_3"    none    mod1d_more    Light orange background
*/

.mod1d {
    position: relative;
    width: 181px;
    height:auto;
    background-color: #FFF3DE;
    margin: 0px 0px 5px;
    padding-bottom: 5px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border: 0px solid #D6DBEF;
    clear: both;
}

.mod1d h2 {
font-size:0px;
padding:0px;
margin:0px;
}

.mod1dNRO {
    position:relative;
    top:-1px;
width:181px;
    height:auto;
    line-height:16px;
padding-left:1.8em;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
    background-color:#E79A42;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
}
```

```
    color:#636563;
}
body .mod1dNRO {width:auto;}
```

```
.mod1dRO {
  width:100%;
  height:auto;
  line-height:16px;
  color:#636563;
  background-color:#E79A42;
  font-family: Arial, Helvetica, Verdana, sans-serif;
  font-size: 11px;
  padding:0;
  color:#636563;
}
```

```
.mod1dRO a {
  color: #636563;
  display:block;
  margin:0;
  width:100%;
  height:auto;
  line-height:16px;
  background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
  background-color:#E79A42;
  padding-left:1.8em;
  font-size: 11px;
  text-decoration:underline;
}
```

```
body .mod1dRO a {width:auto;}
.mod1dRO a:link{color:#636563; font-size: 11px;}
.mod1dRO a:active{color:#636563; font-size: 11px;}
.mod1dRO a:visited{color:#636563; font-size: 11px;}
.mod1dRO a:hover {
  background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
  background-color:#EFEFF7;
  color:#636563;
}
```

```
.mod1d ul {
  margin-left: 0px;
  padding-left: 25px;
  padding-right: 5px;
  margin-top: 3px;
```

```
margin-bottom:5px;

}

.mod1d li {
    list-style: square url(/CommonImages/images/navigation/small_blue_bullet.gif) outside;
    padding-top: 3px;
    margin-right: 0px;
    margin-left: 0px;
}

.mod1d li a:link    {color: #003399;font-size: 80%;}
.mod1d li a:active  {color: #FF9900;font-size: 80%;}
.mod1d li a:visited {color: #003399;font-size: 80%;}
.mod1d li a:hover   {color: #FF9900;font-size: 80%;}

.mod1d_1_of_1 {
    position: relative;
    width: 165px;
    margin: 0px;
    float: left;
    padding: 0px;
}

.mod1d_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}

.mod1d_more_bottom a:link {color: #003399;font-size: 80%;}
.mod1d_more_bottom a:active {color: #003399;font-size: 80%;}
.mod1d_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod1d_more_bottom a:hover {color: #FF9900;font-size: 80%;}

.mod1d_more {
    color: #636563;
    padding: 0px;
    position: absolute;
    margin: 0px 0px 0px 0px;
    left: 327px;
    font: 11px Arial, Helvetica, Verdana, sans-serif;
}

.mod1d_more a:link {
```

```
        color: #003399;
        font-size: 11px;
    }
.mod1d_more a:active    {
    color: #FF9900;
    font-size: 11px;
}

.mod1d_more a:visited    {
    color: #003399;
    font-size: 11px;
}

.mod1d_more a:hover    {
    color: #FF9900;
    font-size: 11px;
}

/* 2a    FeaturedProg-WhiteBgStyle    mod2a    Blue header    mod2 h1    Triange icon    mod2a h1 a    Carrot
Bullets    mod2    1    none    Border - Blue    mod2a_more    White background    Featured Program

*/
.mod2a {
    position: relative;
    width: 185px;
    height:auto;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border: 1px solid #D6DBEF;
    clear: both;
}

.mod2a h2 {
font-size:0px;
padding:0px;
margin:0px;
}
}
```

```
.mod2aNRO {
    position:relative;
    top:-1px;
width:185px;
    height:auto;
    line-height:16px;
padding-left:1.8em;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
    background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
    color:#636563;
}
```

```
body .mod2aNRO {width:auto;}
```

```
.mod2aRO {
width:100%;
    height:auto;
    line-height:16px;
background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
padding:0;
    color:#636563;
}
```

```
.mod2aRO a {
display:block;
margin:0;
width:100%;
    height:auto;
    line-height:16px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#BCC9DA;
    padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
}
```

```
body .mod2aRO a {width:auto;}
.mod2aRO a:link{color:#636563; font-size: 11px;}
.mod2aRO a:active{color:#636563; font-size: 11px;}
.mod2aRO a:visited{color:#636563; font-size: 11px;}
```

```
.mod2aRO a:hover {  
    background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;  
    background-color:#EFEFF7;  
    color:#636563;  
}
```

```
.mod2a ul {  
    margin-left: 0px;  
    padding-left: 25px;  
    padding-right: 5px;  
    margin-top: 3px;  
    margin-bottom:5px;  
}
```

```
.mod2a li {  
    list-style: square url(/CommonImages/images/navigation/carrot_bullet.gif) outside;  
    padding-top: 3px;  
    margin-right: 0px;  
    margin-left: 0px;  
}
```

```
.mod2a li a:link    {color: #003399;font-size: 80%;}  
.mod2a li a:active  {color: #FF9900;font-size: 80%;}  
.mod2a li a:visited {color: #003399;font-size: 80%;}  
.mod2a li a:hover   {color: #FF9900;font-size: 80%;}
```

```
.mod2a_more_bottom {  
    color: #003399;  
    padding-left: 10px;  
    margin-top: 0px;  
    margin-left: 0px;  
    left: 0px;  
    margin-right: 0px;  
}
```

```
.mod2a_more_bottom a:link {color: #003399;font-size: 80%;}  
.mod2a_more_bottom a:active {color: #003399;font-size: 80%;}  
.mod2a_more_bottom a:visited {color: #003399;font-size: 80%;}  
.mod2a_more_bottom a:hover {color: #FF9900;font-size: 80%;}
```

```
.mod2a_more {  
    color: #636563;  
    padding: 0px;  
    position: absolute;  
    margin: 0px 0px 0px 0px;
```

```
        left: 327px;
        font: 11px Arial, Helvetica, Verdana, sans-serif;
    }
.mod2a_more a:link {
    color: #003399;
    font-size: 11px;
}
.mod2a_more a:active    {
    color: #FF9900;
    font-size: 11px;
}

.mod2a_more a:visited    {
    color: #003399;
    font-size: 11px;
}

.mod2a_more a:hover    {
    color: #FF9900;
    font-size: 11px;
}

/* 3a      KeyRes-WhiteBgStyle      mod3a   Blue header      mod3 h1  Triange icon      mod3a h1 a      Square
Bullets  mod3      1      none      Border - Blue      mod3a_more      White background  Key Resources

*/

.mod3a {
    position: relative;
    width: 185px;
    height:auto;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border: 1px solid #D6DBEF;
    clear: both;
}

.mod3a h2 {
font-size:0px;
padding:0px;
margin:0px;
```

```
}  
  
.mod3aNRO {  
    position:relative;  
    top:-1px;  
width:185px;  
    height:auto;  
    line-height:16px;  
padding-left:1.8em;  
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
    background-color:#BCC9DA;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
color:#636563;  
}
```

```
body .mod3aNRO {width:auto;}
```

```
.mod3aRO {  
width:100%;  
    height:auto;  
    line-height:16px;  
background-color:#BCC9DA;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
padding:0;  
    color:#636563;  
}
```

```
.mod3aRO a {  
display:block;  
margin:0;  
width:100%;  
    height:auto;  
    line-height:16px;  
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
background-color:#BCC9DA;  
    padding-left:1.8em;  
font-size: 11px;  
color: #636563;  
text-decoration:underline;  
}
```

```
body .mod3aRO a {width:auto;}  
.mod3aRO a:link{color:#636563; font-size: 11px;}
```

```
.mod3aRO a:active{color:#636563; font-size: 11px;}
.mod3aRO a:visited{color:#636563; font-size: 11px;}
.mod3aRO a:hover {
    background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
    background-color:#EFEFF7;
    color:#636563;
}
```

```
.mod3a ul {
    margin-left: 0px;
    padding-left: 25px;
    padding-right: 5px;
    margin-top: 3px;
    margin-bottom:5px;
}
```

```
.mod3a li {
    list-style: square url(/CommonImages/images/navigation/small_blue_bullet.gif) outside;
    padding-top: 3px;
    margin-right: 0px;
    margin-left: 0px;
    font-size: 80%;
}
```

```
.mod3a li a:link {color: #003399;font-size: 100%;}
.mod3a li a:active {color: #FF9900;font-size: 100%;}
.mod3a li a:visited {color: #003399;font-size: 100%;}
.mod3a li a:hover {color: #FF9900;font-size: 100%;}
```

```
.mod3a_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}
```

```
.mod3a_more_bottom a:link {color: #003399;font-size: 80%;}
.mod3a_more_bottom a:active {color: #003399;font-size: 80%;}
.mod3a_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod3a_more_bottom a:hover {color: #FF9900;font-size: 80%;}
```

```
.mod3a_more {
    color: #636563;
```

```
padding: 0px;
position: absolute;
margin: 0px 0px 0px 0px;
left: 327px;
font: 11px Arial, Helvetica, Verdana, sans-serif;
}
.mod3a_more a:link {
color: #003399;
font-size: 11px;
}
.mod3a_more a:active {
color: #FF9900;
font-size: 11px;
}
.mod3a_more a:visited {
color: #003399;
font-size: 11px;
}
.mod3a_more a:hover {
color: #FF9900;
font-size: 11px;
}

/* 3a Events-WhiteBgStyle mod3b Blue header mod3 h1 Triange icon mod3b h1 a Square
Bullets mod3 1 none Border - Blue mod3a_more White background

*/

.mod3b {
position: relative;
width: 169px;
height:auto;
background-color: #FFFFFF;
margin: 0px 0px 5px;
padding-bottom: 3px;
padding-top: 0px;
padding-left: 0px;
padding-right: 0px;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size:small;
border: 1px solid #D6DBEF;
clear: both;
}

.mod3b h2 {
font-size:0px;
```

```
padding:0px;  
margin:0px;
```

```
}
```

```
.mod3bNRO {  
    position:relative;  
    top:-1px;  
width:169px;  
    height:auto;  
    line-height: 16px;  
padding-left:1.8em;  
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
    background-color:#BCC9DA;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
color:#636563;  
}
```

```
body .mod3bNRO {width:auto;}
```

```
.mod3bRO {  
width:100%;  
    height:auto;  
    line-height: 16px;  
background-color:#BCC9DA;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
padding:0;  
    color:#636563;  
}
```

```
.mod3bRO a {  
display:block;  
margin:0;  
width:100%;  
    height:auto;  
    line-height: 16px;  
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
background-color:#BCC9DA;  
    padding-left:1.8em;  
font-size: 11px;  
color: #636563;  
text-decoration:underline;  
}
```

```
body .mod3bRO a {width:auto;}
.mod3bRO a:link{color:#636563; font-size: 11px;}
.mod3bRO a:active{color:#636563; font-size: 11px;}
.mod3bRO a:visited{color:#636563; font-size: 11px;}
.mod3bRO a:hover {
    background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
    background-color:#EFEFF7;
    color:#636563;
}
```

```
.mod3b ul {
    margin-left: 0px;
    padding-left: 25px;
    padding-right: 5px;
    margin-top: 3px;
    margin-bottom:5px;
}
```

```
.mod3b li {
    list-style: square url(/CommonImages/images/navigation/small_blue_bullet.gif) outside;
    padding-top: 3px;
    margin-right: 0px;
    margin-left: 0px;
}
```

```
.mod3b li a:link    {color: #003399;font-size: 80%;}
.mod3b li a:active  {color: #FF9900;font-size: 80%;}
.mod3b li a:visited {color: #003399;font-size: 80%;}
.mod3b li a:hover   {color: #FF9900;font-size: 80%;}
```

```
.mod3b_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}
```

```
.mod3b_more_bottom a:link {color: #003399;font-size: 80%;}
.mod3b_more_bottom a:active {color: #003399;font-size: 80%;}
.mod3b_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod3b_more_bottom a:hover {color: #FF9900;font-size: 80%;}
```

```
.mod3b_more {
    color: #636563;
    padding: 0px;
    position: absolute;
    margin: 0px 0px 0px 0px;
    left: 327px;
    font: 11px Arial, Helvetica, Verdana, sans-serif;
}
.mod3b_more a:link {
    color: #003399;
    font-size: 11px;
}
.mod3b_more a:active {
    color: #FF9900;
    font-size: 11px;
}
.mod3b_more a:visited {
    color: #003399;
    font-size: 11px;
}
.mod3b_more a:hover {
    color: #FF9900;
    font-size: 11px;
}
```

/\* Right Col Module

4a	Pub-BlueStyle	mod4a	Blue header	mod4a h1Notepad icon	mod4a h1 a	Square Bullets
	mod4a 1	none	Border - Blue	mod4a_more	Light Blue background	Publications

\*/

```
.mod4a {
    position: relative;
    width: 169px;
    height:auto;
    background-color: #D2E1F4;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border: 1px solid #D6DBEF;
```

```
clear: both;
}
```

```
.mod4aCorner{
position:absolute;

height:14px;
width:14px;
bottom:-2px;
right:-2px;
background-repeat:no-repeat;
```

```
}
```

```
.mod4a h2 {
font-size:0px;
padding:0px;
margin:0px;
```

```
}
```

```
.mod4aNRO {
    position:relative;
    top:-1px;
width:169px;
    height:auto;
    line-height:16px;
padding-left:1.8em;
    background: url(/CommonImages/images/navigation/publication_off.jpg) no-repeat left top;
    background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
color:#636563;
}
```

```
body .mod4aNRO {width:auto;}
```

```
.mod4aRO {
width:100%;
height:auto;
line-height:16px;
background-color:#BCC9DA;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size: 11px;
```

```
padding:0;
    color:#636563;

}

.mod4aRO a {
display:block;
margin:0;
width:100%;
    height:auto;
    line-height: 16px;
    background: url(/CommonImages/images/navigation/publication_off.jpg) no-repeat left top;
background-color:#BCC9DA;
    padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
}

body .mod4aRO a {width:auto;}
.mod4aRO a:link{color:#636563; font-size: 11px;}
.mod4aRO a:active{color:#636563; font-size: 11px;}
.mod4aRO a:visited{color:#636563; font-size: 11px;}
.mod4aRO a:hover {
    background: url(/CommonImages/images/navigation/publication_on.jpg) no-repeat left top;
background-color:#EFEFF7;
color:#636563;
}

.mod4a ul {
margin-left: 0px;
padding-left: 25px;
padding-right: 5px;
margin-top: 3px;
margin-bottom:5px;
}

.mod4a li {
list-style: square url(/CommonImages/images/navigation/small_blue_bullet.gif) outside;
padding-top: 3px;
margin-right: 0px;
margin-left: 0px;
}

.mod4a li a:link {color: #003399;font-size: 80%;}
.mod4a li a:active {color: #FF9900;font-size: 80%;}
```

```
.mod4a li a:visited {color: #003399;font-size: 80%;}  
.mod4a li a:hover {color: #FF9900;font-size: 80%;}
```

```
.mod4a_more_bottom {  
    color: #003399;  
    padding-left: 10px;  
    margin-top: 0px;  
    margin-left: 0px;  
    left: 0px;  
    margin-right: 0px;  
}
```

```
.mod4a_more_bottom a:link {color: #003399;font-size: 80%;}  
.mod4a_more_bottom a:active {color: #003399;font-size: 80%;}  
.mod4a_more_bottom a:visited {color: #003399;font-size: 80%;}  
.mod4a_more_bottom a:hover {color: #FF9900;font-size: 80%;}
```

```
.mod4a_more {  
    color: #636563;  
    padding: 0px;  
    position: absolute;  
    margin: 0px 0px 0px 0px;  
    left: 327px;  
    font: 11px Arial, Helvetica, Verdana, sans-serif;  
}
```

```
.mod4a_more a:link {  
    color: #003399;  
    font-size: 11px;  
}
```

```
.mod4a_more a:active {  
    color: #FF9900;  
    font-size: 11px;  
}
```

```
.mod4a_more a:visited {  
    color: #003399;  
    font-size: 11px;  
}
```

```
.mod4a_more a:hover {  
    color: #FF9900;  
    font-size: 11px;  
}
```

```
/* Right Col Module
```

4a	Pub-BlueStyle	mod4b	Blue header	mod4b h1Notepad icon	mod4b h1 a	Square Bullets
	mod4b 1	none	Border - Blue	mod4b_more	Light Blue background	Publications

\*/

```
.mod4b {
    position: relative;
    width: 169px;
    height:auto;
    background-color: #D2E1F4;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border: 1px solid #D6DBEF;
    clear: both;
}
```

```
.mod4bCorner{
position:absolute;

height:14px;
width:14px;
bottom:-2px;
right:-2px;

background-repeat:no-repeat;

}
```

```
.mod4b h2 {
font-size:0px;
padding:0px;
margin:0px;

}
```

```
.mod4bNRO {
    position:relative;
    top:-1px;
    width:169px;
    height:auto;
    line-height:16px;
```

```
padding-left:1.8em;
    background: url(/CommonImages/images/navigation/rellinks_arrows_off.jpg) no-repeat left top;
    background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
color:#636563;
}
```

```
body .mod4bNRO {width:auto;}
```

```
.mod4bRO {
width:100%;
    height:auto;
    line-height:16px;
background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
padding:0;
    color:#636563;
}
```

```
.mod4bRO a {
display:block;
margin:0;
width:100%;
    height:auto;
    line-height: 16px;
    background: url(/CommonImages/images/navigation/rellinks_arrows_off.jpg) no-repeat left top;
background-color:#BCC9DA;
    padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
}
```

```
body .mod4bRO a {width:auto;}
.mod4bRO a:link{color:#636563; font-size: 11px;}
.mod4bRO a:active{color:#636563; font-size: 11px;}
.mod4bRO a:visited{color:#636563; font-size: 11px;}
.mod4bRO a:hover {
    background: url(/CommonImages/images/navigation/rellinks_arrows_on.jpg) no-repeat left top;
    background-color:#EFEFF7;
    color:#636563;
}
```

```
.mod4b ul {
    margin-left: 0px;
    padding-left: 25px;
    padding-right: 5px;
    margin-top: 3px;
    margin-bottom: 5px;
}

.mod4b li {
    list-style: square url(/CommonImages/images/navigation/small_blue_bullet.gif) outside;
    padding-top: 3px;
    margin-right: 0px;
    margin-left: 0px;
}

.mod4b li a:link    {color: #003399;font-size: 80%;}
.mod4b li a:active  {color: #FF9900;font-size: 80%;}
.mod4b li a:visited {color: #003399;font-size: 80%;}
.mod4b li a:hover   {color: #FF9900;font-size: 80%;}

.mod4b_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}

.mod4b_more_bottom a:link {color: #003399;font-size: 80%;}
.mod4b_more_bottom a:active {color: #003399;font-size: 80%;}
.mod4b_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod4b_more_bottom a:hover {color: #FF9900;font-size: 80%;}

.mod4b_more {
    color: #636563;
    padding: 0px;
    position: absolute;
    margin: 0px 0px 0px 0px;
    left: 327px;
    font: 11px Arial, Helvetica, Verdana, sans-serif;
}

.mod4b_more a:link {
    color: #003399;
    font-size: 11px;
}
```

```
}
.mod4b_more a:active      {
    color: #FF9900;
    font-size: 11px;
}

.mod4b_more a:visited     {
    color: #003399;
    font-size: 11px;
}

.mod4a_more a:hover       {
    color: #FF9900;
    font-size: 11px;
}

/* Right Col Module
5a    NUWhiteBgStyle      mod5a   Blue header      mod5a h1Triange icon      mod5a h1Square Bullets      mod5a
      1      none      Border - Blue- Triange image  mod5a_more      White background
      News&Updates

*/

.mod5a {
    position: relative;
    width: 169px;
    height:auto;
    background-color: #FFFFFF;
    background: url(/CommonImages/images/navigation/newscorner.gif) bottom right no-repeat;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border: 1px solid #D6DBEF;
    clear: both;
}

.mod5a h2 {
font-size:0px;
padding:0px;
margin:0px;
}
}
```

```
.mod5aNRO {
    position:relative;
    top:-1px;
    width:169px;
    height:auto;
    line-height:16px;
padding-left:1.8em;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
    background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
color:#636563;
}
```

```
body .mod5aNRO {width:auto;}
```

```
.mod5aRO {
width:100%;
    height:auto;
    line-height:16px;
background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
padding:0;
    color:#636563;
}
```

```
.mod5aRO a {
display:block;
margin:0;
width:100%;
    height:auto;
    line-height:16px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#BCC9DA;
    padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
}
```

```
body .mod5aRO a {width:auto;}
.mod5aRO a:link{color:#636563; font-size: 11px;}
.mod5aRO a:active{color:#636563; font-size: 11px;}
```

```
.mod5aRO a:visited{color:#636563; font-size: 11px;}
.mod5aRO a:hover {
    background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
    background-color:#EFEFF7;
    color:#636563;
}
```

```
.mod5a ul {
    margin-left: 0px;
    padding-left: 25px;
    padding-right: 5px;
    margin-top: 3px;
    margin-bottom:5px;
}
```

```
.mod5a li {
    list-style: square url(/CommonImages/images/navigation/small_blue_bullet.gif) outside;
    padding-top: 3px;
    margin-right: 0px;
    margin-left: 0px;
}
```

```
.mod5a li a:link    {color: #003399;font-size: 80%;}
.mod5a li a:active  {color: #FF9900;font-size: 80%;}
.mod5a li a:visited {color: #003399;font-size: 80%;}
.mod5a li a:hover   {color: #FF9900;font-size: 80%;}
```

```
.mod5a_more_bottom {
    color: #003399;
    padding-left: 10px;
    margin-top: 0px;
    margin-left: 0px;
    left: 0px;
    margin-right: 0px;
}
```

```
.mod5a_more_bottom a:link {color: #003399;font-size: 80%;}
.mod5a_more_bottom a:active {color: #003399;font-size: 80%;}
.mod5a_more_bottom a:visited {color: #003399;font-size: 80%;}
.mod5a_more_bottom a:hover {color: #FF9900;font-size: 80%;}
```

```
.mod5a_more {
    color: #636563;
    padding: 0px;
    position: absolute;
```

```
margin: 0px 0px 0px 0px;
left: 327px;
font: 11px Arial, Helvetica, Verdana, sans-serif;
}
.mod5a_more a:link {
color: #003399;
font-size: 11px;
}
.mod5a_more a:active {
color: #FF9900;
font-size: 11px;
}
.mod5a_more a:visited {
color: #003399;
font-size: 11px;
}
.mod5a_more a:hover {
color: #FF9900;
font-size: 11px;
}

/* 6a FeaturedProg-WhiteBgStyle mod6a Blue header mod2 h1 Triange icon mod2a h1 a Carrot
Bullets mod2 1 none Border - Blue mod2a_more White background Featured Program

*/

.archive_landing{
color: #636163;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size: small;
}

.archive_landing h2 {
font-family: Arial, Helvetica, Verdana, sans-serif;
font-weight: bold;
font-size: small;
color: #636163;
text-align: left;
margin:0px;
margin-bottom: 0px;
text-transform: none;
}

.archive_landing p{
font-family: Arial, Helvetica, Verdana, sans-serif;
color: #666666;
margin: 0px;
```

```
margin-bottom: 0px;  
padding-bottom: 6px;  
padding-top: 2px;  
}
```

```
.archive_landing_hr {  
background-color:#FFFFFF;  
border-bottom:1px solid #77A7D7;  
width:535px;  
height:1px;  
padding:0px 0px 0px 0px;  
margin-bottom:10px;  
font-size: 0px;  
}
```

```
.archive_landing_int {  
font-family: Arial, Helvetica, Verdana, sans-serif;  
font-size:small;  
color: #666666;  
padding-bottom: 0px;  
padding-top: 0px;  
margin-bottom: 0px;  
margin-top: 0px;  
}
```

```
.archive_landing_int h3 {  
font-family: Arial, Helvetica, Verdana, sans-serif;  
font-weight: bold;  
color: #003399;  
margin-top:0px;  
margin-bottom: -5px;  
padding-bottom: 0px;  
padding-top: 1px;  
text-transform: none;  
font-size:small;  
}
```

```
.archive_landing_int h3 a {  
font-family: Arial, Helvetica, Verdana, sans-serif;  
font-weight: bold;  
color: #003399;  
font-size:small;  
  
}
```

```
.archive_landing_int li {  
list-style: square url(/CommonImages/images/navigation/large_blue_bullet.gif) outside;  
padding-top: 0px;  
margin-right: 0px;  
margin-left: 0px;  
padding-bottom: 0px;  
margin-top:0px;  
margin-bottom: 0px;  
line-height: 16px;  
}
```

```
.archive_landing_int a:link {color: #003399;}  
.archive_landing_int a:active {color: #003399;}  
.archive_landing_int a:visited {color: #003399;}  
.archive_landing_int a:hover {color: #FF9900;}
```

```
.archive_landing_int ul{  
margin-top:5px;  
margin-bottom:10px;  
padding-bottom:0px;  
  
}
```

```
.sitemap_minichunk {  
font: 11px Arial, Helvetica, Verdana, sans-serif;  
margin: 0px;  
padding-bottom: 0px;  
color: #003399;  
}
```

```
.minichunk_title {  
font: 11px Arial, Helvetica, Verdana, sans-serif;  
margin: 0px;  
padding-bottom: 0px;  
}
```

```
/* breadCrumb Module */
```

```
.breadCrumb{  
font-family:Arial, Helvetica, Verdana, sans-serif;  
font-size:small;  
color: #003399;  
margin:0px 0px 10px 6px;  
  
}
```

```
.breadCrumb a:link {color: #003399;font-size: small;}  
.breadCrumb a:active      {color: #003399;font-size: small;}  
.breadCrumb a:visited     {color: #003399;font-size: small;}  
.breadCrumb a:hover      {color: #FF9900;font-size: small;}
```

**\*\*\* END OF RELATIVE MODULE LINKS CSS \*\*\***

## ❖ Skeleton Style Sheet

```
/* CSS Document */
```

```
body{  
    margin:0px 0px 0px 0px;  
    padding:0px 0px 0px 0px;  
    background-color:#FFFFFF;  
    height:100%;  
    width:100%;  
    font-family:Arial, Helvetica, Verdana, sans-serif;  
}
```

```
.one_header{  
    position:relative;  
    width:760px;  
    height:auto;  
}
```

```
.header{  
    position:relative;  
    width:760px;  
    height:auto;  
}
```

```
.breadcrumb{  
    position:relative;  
    width:auto;  
    top:0px;  
    left:40px;  
    height:auto;  
    padding-bottom:10px;  
}
```

```
.container{  
    position:relative;  
    width:760px;  
    height:auto;  
    margin-top:5px;  
    padding-bottom: 10px;  
    padding-top: 0px;  
    padding-left: 0px;  
    padding-right: 0px;  
    clear:both;  
}
```

```
.columnfooter {  
    position:relative;  
    left:0px;  
    width:760px;  
    height:auto;  
    float:left;
```

```
padding:0px 0px 0px 0px;

}
.one_column1{
    float:left;
    width:760px;
    height:auto;
    padding-left:6px;
}
.one_column1 a:link {color: #003399;font-size: 12px;}
.one_column1 a:visited {color: #003399;font-size: 12px;}
.one_column1 a:active {color: #003399;font-size: 12px;}
.one_column1 a:hover {color: #FF9900;font-size: 12px;}
.container2{
    float:left;
    width:554px;
    height:auto;
    margin:0px 0px 0px 0px;
    padding:0px 0px 0px 0px;
}
.two_column1{
    position:relative;
    width:540px;
    height:auto;
    margin:0px 0px 0px 14px;
    padding:0px 0px 0px 0px;
}
.two_column2{
    float:right;
    height:auto;
    padding:0px 0px 0px 0px;
    margin:0px 0px 0px 0px;
    width:171px;
}
.container2Modified {
    float:left;
    width:200px;
    height:auto;
    margin:0px 0px 0px 0px;
    padding:0px 0px 0px 0px;
}
.two_modified_column1{
    position:relative;
    width:186px;
    height:auto;
    margin:0px 0px 0px 14px;
    padding:0px 0px 0px 0px;
}
```

```
.two_modified_column2{
    float:right;
    height:auto;
    padding:0px 0px 0px 0px;
    margin:0px 0px 0px 0px;
    width:540px;
}

.three_column1{
    float: left;
    width:189px;
    height:auto;
    padding-left:6px;
}

.three_column2{
    float: left;
    width:360px;
    height:auto;
    padding-left:10px;
}

.three_column3{
    float: right;
    width:171px;
    height:auto;
}

.landing_column1{
    float:left;
    width:189px;
    height:auto;
    padding-left:6px;
    width:185px;
}

.landing_column2{
    float:right;
    width:360px;
    height:auto;
    padding-left:10px;
    width:355px;
}

.landing_column3{
    float:right;
    width:171px;
    height:auto;
}
```

**\*\*\* END OF SKELETON CSS \*\*\***

## ❖ Static Style Sheet

/\* CSS Document \*/

```
.welcome {
    position: relative;
    width: 185px;
    height:auto;
    background-color: #BDC7DE;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border:1px solid #D6DBEF;
    clear: both;
}

.welcomeWhite {
    position: relative;
    width: 185px;
    height:auto;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border:1px solid #D6DBEF;
    clear: both;
}

.welcome a:link{color:#003399; font-size: 80%;}
.welcome a:active{color:#003399; font-size: 80%;}
.welcome a:visited{color:#003399; font-size: 80%;}
.welcome a:hover{color:#FF9900; font-size: 80%;}

.welcomeWhite a:link{color:#003399; font-size: 80%;}
.welcomeWhite a:active{color:#003399; font-size: 80%;}
.welcomeWhite a:visited{color:#003399; font-size: 80%;}
.welcomeWhite a:hover{color:#FF9900; font-size: 80%;}

.welcome h2 {
font-size:0px;
```

```
padding:0px;
margin:0px;

}
.welcomeWhite h2 {
font-size:0px;
padding:0px;
margin:0px;

}
```

```
.welcomeRO {
width:100%;
height:auto;
line-height:16px;
background-color:#BDC7D6;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size: x-small;
padding:0;
color:#636563;

}
```

```
.welcomeRO a {
display:block;
margin:0;
width:100%;
height:auto;
line-height:16px;
background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#BDC7D6;
padding-left:1.8em;
font-size: x-small;
color: #636563;
text-decoration:underline;
border-bottom:1px solid #FFFFFF;

}
```

```
body .welcomeRO a {width:auto;}
.welcomeRO a:link{color:#636563; font-size: 11px;font-weight:bold;}
.welcomeRO a:active{color:#636563; font-size: 11px;font-weight:bold;}
.welcomeRO a:visited{color:#636563; font-size: 11px;font-weight:bold;}
.welcomeRO a:hover {
background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
```

```
        background-color:#EFFFF7;
        color:#636563;
        font-size: 11px;
        font-weight:bold;
    }

.welcomeContent{
    position:relative;
    width:180px;
    padding:5px 0px 5px 5px;

}

.welcomeText{
float:right;
text-align:left;
width:125px;
padding:0px 5px 0px 2px;
}

.welcomeImage{float:left;}

/*****/

.static_search{
position:relative;
width:171px;
height:auto;
background-color:#E7E7EF;
margin:0px 0px 5px 0px;
padding:0px;
text-indent:0px;
font-size:0px;

}

.searchTextBox{margin:9px 0px 0px 7px;padding:0px;text-indent:0px;}

.searchTextButton{margin:0px 0px 3px 7px;padding:0px;text-indent:0px;}

.searchselections {
margin:2px 0px 4px 7px;padding:0px;text-indent:0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 10px;
    left: 1px;
    top: 1px
}


```

```
/******
```

```
.calendar {  
    position: relative;  
    width: 169px;  
    height:107px;  
    background-color: #FFFFFF;  
    margin: 0px 0px 5px;  
    padding-bottom: 3px;  
    padding-top: 0px;  
    padding-left: 0px;  
    padding-right: 0px;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size:small;  
    color:#666666;  
    border:1px solid #D6DBEF;  
    clear: both;  
    margin:0px 0px 5px 0px;
```

```
}  
.calendar a:link{color:#003399; font-size: 80%;}  
.calendar a:active{color:#003399; font-size: 80%;}  
.calendar a:visited{color:#003399; font-size: 80%;}  
.calendar a:hover{color:#FF9900; font-size: 80%;}
```

```
.calendar h2 {  
font-size:0px;  
padding:0px;  
margin:0px;
```

```
}
```

```
.calendarRO {  
    width:100%;  
        height:auto;  
        line-height: 16px;  
    background-color:#BDC7D6;  
        font-family: Arial, Helvetica, Verdana, sans-serif;  
        font-size: x-small;  
    padding:0;  
        color:#FFFFFF;
```

```
}
```

```
.calendarRO a {
  display:block;
  margin:0;
  width:100%;
    height:auto;
    line-height:16px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#BDC7D6;
    padding-left:1.8em;
font-size: x-small;
color: #636563;
text-decoration:underline;
    border-bottom:1px solid #FFFFFF;
}

body .calendarRO a {width:auto;}
.calendarRO a:link{color:#636563; font-size: 11px;}
.calendarRO a:active{color:#636563; font-size: 11px;}
.calendarRO a:visited{color:#636563; font-size: 11px;}
.calendarRO a:hover {
    background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
    background-color:#EFEFF7;
    color:#636563;
    font-size: 11px;
}

.calendar_image{
    position:absolute;
    top:20px;
    left:10px;
}

.calendar_text{
    position:absolute;
    top:2px;
    left:73px;
    width:90px;
    font-size:80%;
}

.calendar_more {
    position: absolute;
    color: #636563;
    padding: 0px;
    margin: 0px 0px 0px 0px;
    left: 5px;
    top:90px;
    font: 11px Arial, Helvetica, Verdana, sans-serif;
}

.calendar_more a:link {
    color: #003399;
```

```
        font-size: 11px;
    }

    .calendar_more a:active    {
        color: #FF9900;
        font-size: 11px;
    }

    .calendar_more a:visited   {
        color: #003399;
        font-size: 11px;
    }

    .calendar_more a:hover     {
        color: #FF9900;
        font-size: 11px;
    }

/*****/
.issues {
    position: relative;
    width: 185px;
    height:115px;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:13px;
    color:#666666;
    border:1px solid #D6DBEF;
    clear: both;

}

.issues a:link{color:#003399; font-size: 13px;}
.issues a:active{color:#003399; font-size: 13px;}
.issues a:visited{color:#003399; font-size: 13px;}
.issues a:hover{color:#FF9900; font-size: 13px;}

.issues h2 {
font-size:0px;
padding:0px;
margin:0px;

}


```

```
.issuesRO {
  width:100%;
  height:auto;
  line-height:16px;
  background-color:#BDC7D6;
  font-family: Arial, Helvetica, Verdana, sans-serif;
  font-size: 11px;
  padding:0;
  color:#FFFFFF;
}

.issuesRO a {
  display:block;
  margin:0;
  width:100%;
  height:auto;
  line-height:16px;
  background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
  background-color:#BDC7D6;
  padding-left:1.8em;
  font-size: 11px;
  color: #636563;
  text-decoration:underline;
  border-bottom:1px solid #FFFFFF;
}

body .issuesRO a {width:auto;}
.issuesRO a:link{color:#636563; font-size: 11px;}
.issuesRO a:active{color:#636563; font-size: 11px;}
.issuesRO a:visited{color:#636563; font-size: 11px;}
.issuesRO a:hover {
  background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
  background-color:#EFEFF7;
  color:#636563;
  font-size: 11px;
}

.issuesContent{
  position:relative;
  top:5px;
  left:5px;
}

.issuesSelections {
  font-family: Arial, Helvetica, Verdana, sans-serif;
```

```
        font-size: 11px;
        margin-bottom:10px;
    }

#goCategory{padding-bottom:10px;}
/*****/
.fedGov {
    position: relative;
    width: 185px;
    height:17px;
    background-color: #BDC7DE;
    margin: 0px 0px 5px 0px;
    border-top:1px solid #D6DBEF;
    border-left:1px solid #D6DBEF;
    border-right:1px solid #D6DBEF;
    line-height:0px;
    font-size:0px;
    clear: both;

}

.fedGov a:link{color:#003399; font-size: 13px;}
.fedGov a:active{color:#003399; font-size: 13px;}
.fedGov a:visited{color:#003399; font-size: 13px;}
.fedGov a:hover{color:#FF9900; font-size: 13px;}

.fedGov h2 {
font-size:0px;
padding:0px;
margin:0px;

}

.fedGovRO {
    width:100%;
        height:auto;
        line-height:16px;
    background-color:#BDC7D6;
        font-family: Arial, Helvetica, Verdana, sans-serif;
        font-size: 11px;
    padding:0;
        color:#636563;

}

```

```
.fedGovRO a {
  display:block;
  margin:0;
  width:100%;
    height:auto;
    line-height:16px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
  background-color:#BDC7D6;
  padding-left:1.8em;
  font-size: 11px;
  color: #636563;
  text-decoration:underline;
    border-bottom:1px solid #FFFFFF;
}

body .fedGovRO a {width:auto;}
.fedGovRO a:link{color:#636563; font-size: 11px;}
.fedGovRO a:active{color:#636563; font-size: 11px;}
.fedGovRO a:visited{color:#636563; font-size: 11px;}
.fedGovRO a:hover {
  background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
  background-color:#EFEFF7;
  color:#636563;
  font-size: 11px;
}

/*****/

.localGov {
  position: relative;
  width: 185px;
  height:90px;
  background-color: #FFFFFF;
  margin: 0px 0px 5px;
  padding-bottom: 3px;
  padding-top: 0px;
  padding-left: 0px;
  padding-right: 0px;
  font-family: Arial, Helvetica, Verdana, sans-serif;
  font-size:small;
  color:#666666;
  border:1px solid #D6DBEF;
  clear: both;
}

.localGovWide {
  position: relative;
  width: 268px;
  height:90px;
  background-color: #FFFFFF;
  margin: 0px 0px 5px;
```

```
padding-bottom: 3px;
padding-top: 0px;
padding-left: 0px;
padding-right: 0px;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size:small;
color:#666666;
border:1px solid #D6DBEF;
clear: both;
}
```

```
.localGov a:link{color:#003399; font-size: 80%;}
.localGov a:active{color:#003399; font-size: 80%;}
.localGov a:visited{color:#003399; font-size: 80%;}
.localGov a:hover{color:#FF9900; font-size: 80%;}
```

```
.localGovWide a:link{color:#003399; font-size: 80%;}
.localGovWide a:active{color:#003399; font-size: 80%;}
.localGovWide a:visited{color:#003399; font-size: 80%;}
.localGovWide a:hover{color:#FF9900; font-size: 80%;}
```

```
.localGov h2 {
font-size:0px;
padding:0px;
margin:0px;
}
```

```
.localGovWide h2 {
font-size:0px;
padding:0px;
margin:0px;
}
```

```
.localGovRO {
width:100%;
height:auto;
line-height: 16px;
background-color:#BDC7D6;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size: 11px;
padding:0;
color:#FFFFFF;
}
```

```
.localGovRO a {
  display:block;
  margin:0;
  width:100%;
    height:auto;
    line-height:16px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#BDC7D6;
    padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
    border-bottom:1px solid #FFFFFF;
}

body .localGovRO a {width:auto;}
.localGovRO a:link{color:#636563; font-size: 11px;}
.localGovRO a:active{color:#636563; font-size: 11px;}
.localGovRO a:visited{color:#636563; font-size: 11px;}
.localGovRO a:hover {
    background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
    background-color:#EFEFF7;
    color:#636563;
    font-size: 11px;
}

.localGovContent{
    position:relative;
    top:5px;
    left:5px;
    font-size:80%;
}

.localGovGo{ padding-bottom:7px;}

.localGovSelections {
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 100%;
    margin-bottom:10px;
}

/*****/
.roundup {
    position: relative;
    width: 149px;
    height:auto;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    border:1px solid #D6DBEF;
    padding:5px 0px 10px 20px;
```

```
margin:0px 0px 5px 0px;

}

.roundup a:link{color:#003399; font-size: 80%;}
.roundup a:active{color:#003399; font-size: 80%;}
.roundup a:visited{color:#003399; font-size: 80%;}
.roundup a:hover{color:#FF9900; font-size: 80%;}
/*****/

/* OCA Static Modules */
/* CSS Document */

.channel5 {
    position: relative;
    width: 181px;
    height:75px;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:small;
    color:#666666;
    border:1px solid #D6DBEF;
    clear: both;

}

.channel5 a:link{color:#003399; font-size: 13px;}
.channel5 a:active{color:#003399; font-size: 13px;}
.channel5 a:visited{color:#003399; font-size: 13px;}
.channel5 a:hover{color:#FF9900; font-size: 13px;}

.channel5 h2 {
font-size:0px;
padding:0px;
margin:0px;

}

.channel5RO {
```

```
width:100%;
    height:auto;
    line-height:16px;
background-color:#BDC7D6;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
padding:0;
    color:#FFFFFF;

}

.channel5RO a {
display:block;
margin:0;
width:100%;
    height:auto;
    line-height:16px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#BDC7D6;
    padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
    border-bottom:1px solid #FFFFFF;
}

body .channel5RO a {width:auto;}
.channel5RO a:link{color:#636563; font-size: 11px;}
.channel5RO a:active{color:#636563; font-size: 11px;}
.channel5RO a:visited{color:#636563; font-size: 11px;}
.channel5RO a:hover {
    background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
    background-color:#EFEFF7;
    color:#636563;
    font-size: 11px;
}

.channel5NRO {
    position:relative;
    top:-1px;
width:161px;
    height:auto;
    line-height:16px;
padding-left:20px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
    background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
color:#636563;
}
```

```
.channel5_image{
    position:absolute;
    top:10px;
    left:10px;
```

```
}
```

```
.channel5_text{
    position:absolute;
    top:15px;
    left:73px;
    width:110px;
    font-size:80%;
```

```
}
```

```
/******
```

```
.consumerTips {
    position: relative;
    width: 169px;
    height:75px;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    border:1px solid #D6DBEF;
    clear: both;
```

```
}
```

```
.consumerTipsNRO {
    position:relative;
    top:-1px;
    width:149px;
    height:auto;
    line-height:16px;
    padding-left:20px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
    background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
    color:#636563;
```

```
}
```

```
.consumerTips a:link{color:#003399; font-size: 13px;}
.consumerTips a:active{color:#003399; font-size: 13px;}
.consumerTips a:visited{color:#003399; font-size: 13px;}
.consumerTips a:hover{color:#FF9900; font-size: 13px;}
```

```
.consumerTips h2 {  
font-size:0px;  
padding:0px;  
margin:0px;  
  
}
```

```
.consumerTipsRO {  
width:100%;  
height:auto;  
line-height:16px;  
background-color:#BDC7D6;  
font-family: Arial, Helvetica, Verdana, sans-serif;  
font-size: 11px;  
padding:0;  
color:#FFFFFF;  
  
}
```

```
.consumerTipsRO a {  
display:block;  
margin:0;  
width:100%;  
height:auto;  
line-height:16px;  
background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
background-color:#BDC7D6;  
padding-left:1.8em;  
font-size: 11px;  
color: #636563;  
text-decoration:underline;  
border-bottom:1px solid #FFFFFF;  
  
}
```

```
body .consumerTipsRO a {width:auto;}  
.consumerTipsRO a:link{color:#636563; font-size: 11px;}  
.consumerTipsRO a:active{color:#636563; font-size: 11px;}  
.consumerTipsRO a:visited{color:#636563; font-size: 11px;}  
.consumerTipsRO a:hover {  
background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;  
background-color:#EFEFF7;  
color:#636563;  
font-size: 11px;  
  
}
```

```
.consumerTips_text{
    position:absolute;
    top:25px;
    left:0%;
    width:100%;
    text-align:center;
    color:#E79A42;
    font-weight:bold;
    font-size:80%;
    font-family: Arial, Helvetica, Verdana, sans-serif;
}
.consumerTips_text a:link {color:#E79A42; text-decoration:underline;font-size:12px;}
.consumerTips_text a:active {color:#E79A42; text-decoration:underline;font-size:12px;}
.consumerTips_text a:visited {color:#E79A42; text-decoration:underline;font-size:12px;}
.consumerTips_text a:hover {color:#E79A42; text-decoration:underline;font-size:12px;}
```

```
/******
```

```
.homeLand {
    position: relative;
    width: 185px;
    height:65px;
    background-color: #666666;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    border:1px solid #D6DBEF;
    clear: both;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    color:#FFFFFF;
    font-size:x-small;
    text-align:center;
}
```

```
.homeLand a:link{color:#003399; font-size: small;}
.homeLand a:active{color:#003399; font-size: small;}
.homeLand a:visited{color:#003399; font-size: small;}
.homeLand a:hover{color:#FF9900; font-size: small;}
```

```
.homeLand h2 {
font-size:0px;
padding:0px;
```

```
margin:0px;  
text-align:left;
```

```
}
```

```
.homeLandRO {  
  width:100%;  
    height:auto;  
    line-height:16px;  
  background-color:#BDC7D6;  
    font-family: Arial, Helvetica, Verdana, sans-serif;  
    font-size: 11px;  
  padding:0;  
    color:#FFFFFF;
```

```
}
```

```
.homeLandRO a {  
  display:block;  
  margin:0;  
  width:100%;  
    height:auto;  
    line-height:16px;  
  background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
  background-color:#BDC7D6;  
    padding-left:1.8em;  
  font-size: 11px;  
  color: #636563;  
  text-decoration:underline;  
    border-bottom:1px solid #FFFFFF;
```

```
}
```

```
body .homeLandRO a {width:auto;}  
.homeLandRO a:link{color:#636563; font-size: 11px;}  
.homeLandRO a:active{color:#636563; font-size: 11px;}  
.homeLandRO a:visited{color:#636563; font-size: 11px;}  
.homeLandRO a:hover {  
  background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;  
  background-color:#EFEFF7;  
  color:#636563;  
  font-size: 11px;
```

```
}
```

```
.homeLandThreat{  
  position:relative;  
  width:183px;  
  height:auto;  
  left:0px;  
  margin-left:0px;  
  top:0px;
```

```
background-color:#FFCC66;
text-align:center;
font-size:x-small;
font-weight:bolder;
text-transform:uppercase;
color:#000000;
letter-spacing:3px;
font-family:Arial, Helvetica, Verdana, sans-serif;
padding-top:0px;
padding-bottom:0px;

}

/*****/

.lotto {
    position: relative;
    width: 169px;
    height:auto;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    border:1px solid #D6DBEF;
    clear: both;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    color:#666666;
    font-size:small;

}

.lotto a:link{color:#003399;}
.lotto a:active{color:#003399;}
.lotto a:visited{color:#003399;}
.lotto a:hover{color:#FF9900;}

.lotto h2 {
font-size:0px;
padding:0px;
margin:0px;
text-align:left;

}

}
```

```
.lottoRO {
  width:100%;
    height:auto;
    line-height:16px;
  background-color:#BDC7D6;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
  padding:0;
    color:#FFFFFF;
}

.lottoRO a {
  display:block;
  margin:0;
  width:100%;
    height:auto;
    line-height: 16px;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
  background-color:#BDC7D6;
    padding-left:1.8em;
  font-size: 11px;
  color: #636563;
  text-decoration:underline;
    border-bottom:1px solid #FFFFFF;
}

body .lottoRO a {width:auto;}
.lottoRO a:link{color:#636563; font-size: 11px;}
.lottoRO a:active{color:#636563; font-size: 11px;}
.lottoRO a:visited{color:#636563; font-size: 11px;}
.lottoRO a:hover {
  background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
  background-color:#EFEFF7;
  color:#636563;
  font-size: 11px;
}

.lottoGrey{
  background-color: #EFEFEF;
  padding:2px 0px 3px 10px;
  font-size:80%;
}

.lottoWhite{
  background-color: #FFFFFF;
  padding:2px 0px 3px 10px;
  font-size:80%;
}

/*****/
```

```
.providerServices{
position:relative;
margin:0px 0px 5px 0px;
padding:0px 0px 0px 0px;
width:160px;
}
/*****/
.quickSurvey{
position:relative;
margin:0px 0px 5px 0px;
padding:0px 0px 0px 0px;
border:1px solid #D6DBEF;
width:169px;

}
/*****/
.2006Budget{
position:relative;
margin:0px 0px 5px 0px;
padding:0px 0px 0px 0px;
border:1px solid #D6DBEF;
width:169px;

}
/*****/
.HHSCareers{
position:relative;
margin:0px 0px 5px 0px;
padding:0px 0px 0px 0px;
border:1px solid #D6DBEF;
width:169px;

}
/*****/
.ageInfo{
position:relative;
margin:0px 0px 5px 0px;
padding:0px 0px 0px 0px;
border:1px solid #D6DBEF;
width:185px;;
}
/*****/
.MEMA{
position:relative;
margin:0px 0px 5px 0px;
```

```
padding:0px 0px 0px 0px;
border:2px solid #D6DBEF;
padding:7px 7px 7px 7px;
width:157px;
font-family:Arial, Helvetica, Verdana, sans-serif;
font-size:small;
}
.MEMA a:link{color:#003399; font-size: 80%;}
.MEMA a:active{color:#003399; font-size: 80%;}
.MEMA a:visited{color:#003399; font-size: 80%;}
.MEMA a:hover{color:#FF9900; font-size: 80%;}
/*****/
.massStats {
    position: relative;
    width: 185px;
    height:auto;
    background-color: #FFFFFF;
    margin: 0px 0px 5px;
    padding-bottom: 3px;
    padding-top: 0px;
    padding-left: 0px;
    padding-right: 0px;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size:11px;
    border: 1px solid #D6DBEF;
    clear: both;
}

.massStats h2 {
font-size:0px;
padding:0px;
margin:0px;
}

.massStatsNRO {
    position:relative;
    top:-1px;
width:185px;
    height:auto;
    line-height:16px;
padding-left:1.8em;
    background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
    background-color:#BCC9DA;
    font-family: Arial, Helvetica, Verdana, sans-serif;
    font-size: 11px;
color:#636563;
}
```

```
body .massStatsNRO {width:auto;}
```

```
.massStatsRO {  
  width:100%;  
  height:auto;  
  line-height:16px;  
  background-color:#BCC9DA;  
  font-family: Arial, Helvetica, Verdana, sans-serif;  
  font-size: 11px;  
  padding:0;  
  color:#636563;  
}
```

```
.massStatsRO a {  
  display:block;  
  margin:0;  
  width:100%;  
  height:auto;  
  line-height:16px;  
  background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;  
  background-color:#BCC9DA;  
  padding-left:1.8em;  
  font-size: 11px;  
  color: #636563;  
  text-decoration:underline;  
}
```

```
body .massStatsRO a {width:auto;}  
.massStatsRO a:link{color:#636563; font-size: 11px;}  
.massStatsRO a:active{color:#636563; font-size: 11px;}  
.massStatsRO a:visited{color:#636563; font-size: 11px;}  
.massStatsRO a:hover {  
  background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;  
  background-color:#EFEFF7;  
  color:#636563;  
}
```

```
.massStatsImage{  
margin:0px 0px 0px 20px;  
}
```

```
/******
```

```
.suggestion {  
  position: relative;  
  width: 171px;  
  height:75px;
```

```
background-color: #FFFFFF;
margin: 0px 0px 5px;
padding-bottom: 3px;
padding-top: 0px;
padding-left: 0px;
padding-right: 0px;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size:small;
color:#666666;
border:1px solid #D6DBEF;
clear: both;

}

.suggestion a:link{color:#003399; font-size: 13px;}
.suggestion a:active{color:#003399; font-size: 13px;}
.suggestion a:visited{color:#003399; font-size: 13px;}
.suggestion a:hover{color:#FF9900; font-size: 13px;}

.suggestion h2 {
font-size:0px;
padding:0px;
margin:0px;
}

.suggestionRO {
width:100%;
height:auto;
line-height:16px;
background-color:#BDC7D6;
font-family: Arial, Helvetica, Verdana, sans-serif;
font-size: 11px;
padding:0;
color:#FFFFFF;
}

.suggestionRO a {
display:block;
margin:0;
width:100%;
height:auto;
line-height:16px;
```

```
        background: url(/CommonImages/images/navigation/triangle_icon.jpg) no-repeat left top;
background-color:#BDC7D6;
        padding-left:1.8em;
font-size: 11px;
color: #636563;
text-decoration:underline;
        border-bottom:1px solid #FFFFFF;
}

body .suggestionRO a {width:auto;}
.suggestionRO a:link{color:#636563; font-size: 11px;}
.suggestionRO a:active{color:#636563; font-size: 11px;}
.suggestionRO a:visited{color:#636563; font-size: 11px;}
.suggestionRO a:hover {
        background: url(/CommonImages/images/navigation/triangle_icon_on.jpg) no-repeat left top;
        background-color:#EFEFF7;
        color:#636563;
        font-size: 11px;
}
.suggestionContent{
        position:relative;
        top:5px;
        left:5px;
        font-size: 80%;
}

.suggestionSelections {
        font-family: Arial, Helvetica, Verdana, sans-serif;
        font-size: 80%;
        margin-bottom:10px;
}

#goCategory{padding-bottom:10px;}
```

**\*\*\* END OF STATIC CSS \*\*\***